

INSPIRED INNOVATION

Despatch
INDUSTRIES

THERMAL TECHNOLOGY PRODUCT CATALOG



Despatch Offers a Full Line of Standard Model Ovens Available for Rapid Modification and Delivery

While we offer a large number of standard products – every Despatch Industries purchase is configured to order. Unlike our competitors our success is based on innovation, not repetition. We work with customers more closely – before and after the sale – to ensure the products and services we deliver provide solutions that will help drive their businesses into the future.



Why Choose Despatch Industries?

- More than a century of experience working with customers to match products to processes
- A rich portfolio of products
- Short lead times, fast delivery
- A highly trained, global sales and service team
- Worldwide technical support around the clock every day of the week
- The engineering expertise to deliver extremely tight tolerances for temperature, air flow and other conditions
- Access to our Innovation Center for process and custom product development. Work side-by-side with our engineers to optimize process-critical applications

ENERGY

Our pledge to contribute to making the best and most efficient use of all energy resources is apparent in the products that Despatch supplies to companies in the business of energy.

We provide infrared firing and diffusion furnaces to the world's leading solar cell manufacturers so that they can produce the highest efficiency cells.

Oil exploration companies test and calibrate their equipment, and fuel cell manufacturers cure vital components in Despatch ovens.



ELECTRONICS

Despatch has been involved in the electronics industry for decades. We have made a recognizable name for ourselves in the semiconductor industry.

Despatch equipment performs front-end semiconductor functions like wafer-level burn-in and magnetic annealing, as well as assembly/wafer-level packaging functions such as die attach curing, reliability and burn-in testing and thermal shock for data storage, micro processor and component companies.



HEALTHCARE

Despatch equipment plays a pivotal and multi-faceted role in the healthcare industry. Our world-renowned depyrogenation tunnels sterilize vials used for liquid pharmaceuticals.

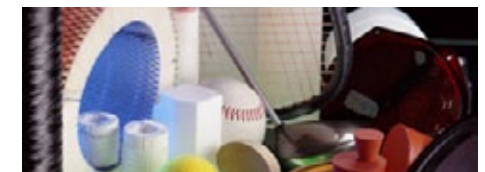
In addition to pharmaceutical vials, our equipment cures and sterilizes contact lenses and many different life-saving medical and surgical devices.



MATERIALS

Thermal processing of materials is a critical step in manufacturing quality products. The world's top manufacturers rely on Despatch for curing, drying and heat treating a wide variety of materials including polymers and composites.

Despatch offers multiple production processes for composite curing, including vacuum bag curing.



OUR MARKETS

Benchtop & Lab Ovens

LBB AND LEB CONVECTION BENCHTOP LAB OVENS

These ovens are recommended for a variety of standard laboratory and production applications including drying, curing, annealing, and materials and asphalt testing.

LBB FORCED CONVECTION BENCHTOP OVEN

Forced convection and a “uniflow” air circulation pattern provide excellent temperature uniformity. A top mounted heater improves reliability in applications where spills are possible.



LBB Options:

- ◆ Protocol Plus™ microprocessor with real time clock and optional PC interface
- ◆ Pass through doors

LEB NATURAL CONVECTION BENCHTOP OVEN

Simple to use, these natural convection ovens offer the most

economical approach to basic thermal processing applications.



Standard Features:

- ◆ Temperatures up to 204°C (400°F)
- ◆ Precise digital controls
- ◆ Nickel plated shelves- by model rated from 23 to 91kg (50 to 200lbs)
- ◆ Digital control with 1.9cm (3/4in) LED display
- ◆ 304 stainless steel interior
- ◆ High-limit control
- ◆ UL and C-UL listed

Options:

- ◆ Audible and visual alarm
- ◆ CE compliant
- ◆ Process timer
- ◆ Chart recorder
- ◆ Access ports

LAC HIGH PERFORMANCE BENCHTOP OVENS

A combination of forced convection and horizontal airflow provides exceptional temperature uniformity

and the shortest possible processing time. The result is proven reliability in demanding production and laboratory applications, such as curing, drying, sterilizing, aging, and other process-critical procedures.

Standard Features:

- ◆ Temperatures up to 260°C (500°F)
- ◆ Horizontal recirculating airflow
- ◆ Protocol Plus™ microprocessor with real-time clock and optional PC interface
- ◆ Two levels of password security can limit operator access to program parameters
- ◆ Nickel plated shelves rated to 23kg (50lbs)
- ◆ 430 polished stainless steel interior
- ◆ End-of-cycle and high-limit control
- ◆ UL and C-UL listed

Options:

- ◆ Chart recorder
- ◆ Access ports
- ◆ Audible and visual alarm
- ◆ CE compliant



Clean Process Ovens

LCC/LCD HEPA FILTERED BENCHTOP OVENS

The LCC and LCD Series ovens offer the highest standards in HEPA filtration for production environment processes where minimal contamination is essential. Re-circulated airflow is 100% HEPA filtered for operation at ISO Class 5 (Class 100) and better within the oven chamber. A magnetic™ gauge monitors the HEPA filter pressure drop, indicating when to replace the filter. These stackable ovens feature programmable process controls, an easily accessible HEPA filter and are configured for 220/240 volts and 50/60Hz.

LLC/LLD CLEAN PROCESS BENCHTOP OVENS

The LLC and LLD non-HEPA clean process ovens are designed to save valuable floor space and provide a variety of tailored options for manufacturers based on their specific needs. Typical applications for these ovens include die-bond curing and other semiconductor packaging processes.



Clean Process Ovens Continued



LCC/LCD2-14 CLEAN PROCESS CABINET OVENS

From R&D to clinical trials to small-scale production, these ovens are the perfect solution for die-bond curing and other semiconductor packaging processes, sterilization, depyrogenation and drying for life science applications. Despatch's LCC/LCD2-14 clean process ovens offer the ultimate in HEPA filtration for processes where minimal contamination is essential. The ovens maintain ISO Class 5 (Class 100) through the process cycle with ramp rates up to 5°C (9°F) per minute.

In addition to inert atmosphere and air atmosphere configurations, the LCC/LCD2-14 can be configured for Class A environments, with a pressure relief panel, purge timer, and forced exhaust to meet NFPA requirements for processing flammable solvents.

Optional pass-through operation with doors on the front and rear is available. A door interlock system prevents unloading until the thermal cycle is complete.

Standard Features:

- ◆ LLC/LCC temp. up to 260°C (500°F)
LLD/LCD temp. up to 350°C (662°F)
- ◆ Lockable disconnect switch on the control panel for easy servicing
- ◆ Stainless steel interior and exterior with all interior seams continuously welded on the insulation side to protect the chamber from contamination
- ◆ Protocol Plus™ microprocessor control with real-time clock for simple and flexible operation
- ◆ Available in air or nitrogen atmosphere configurations (100ppm oxygen capability)
- ◆ Programmable door lock
- ◆ CE compliant
- ◆ UL and C-UL listed open control panel

Options:

- ◆ Air or nitrogen configuration
- ◆ PC interface for remote input, monitoring and recording
- ◆ End-of-cycle and high-limit audible and visual alarms
- ◆ Data acquisition software
- ◆ Silicone free
- ◆ IQ/OQ protocol
- ◆ Oxygen concentration monitor system



SD STERILIZATION AND DEPYROGENATION OVENS

Designed to meet the stringent requirements of the pharmaceutical and medical device industries, these ovens are available in different configurations to meet specific temperature and cycle time requirements. The ovens specialize in short cycle times which allow users more production per shift, more efficient operations and lower operating costs.

Standard Features:

- ◆ Temperatures up to 285°C (545°F)
- ◆ Heating ramp rate of 5°C (9°F) per minute
- ◆ Automatic self-regulating pressure balance
- ◆ ISO Class 5 (Class 100) conditions
- ◆ IQ/OQ protocol
- ◆ 316L stainless steel interior with smooth surfaces and rounded corners for quick and easy cleaning
- ◆ State-of-the-art control package with graphical user interface and programmable temperature profiles.

Options:

- ◆ Temperatures up to 320°C (608°F)
- ◆ High Performance options for faster ramp-up and cool-down rates
- ◆ Assistance executing IQ/OQ and SQ protocols
- ◆ Personal computer for data collection and trending
- ◆ 21 CFR Part 11 compliance



Production Ovens

PCO2-14™ POLYIMIDE CURE

The PCO2-14™ Polyimide Cure solution is a clean process oven designed for polyimide baking and curing applications. Many semiconductor manufacturing environment's front-end machines are adapted for polyimide curing. This costly process results in equipment typically not suitable for polyimide curing in terms of cleanliness, inert atmosphere capabilities, cycle time or data acquisition.

The PCO2-14™ optimizes the polyimide cure process for semiconductor wafer devices. It enables short cycle times and a consistent, reproducible cure process for all wafers in the product load.



Standard Features:

- ◆ Recirculated air is 100% filtered through a 99.99% HEPA filter for ISO Class 5 (Class 100) or better operation
- ◆ Integrated PC interface with real-time graphics display
- ◆ Inert atmosphere capabilities (<20 ppm of oxygen)
- ◆ 16 kW heater capacity
- ◆ Auto Water Control with a type 316L SST water cooling coil is provided
- ◆ Temperatures up to 350°C (662°F)
- ◆ Fast cycle times up to 5°C per min
- ◆ Temperature uniformity of $\pm 1\%$
- ◆ Maximum 23kg (50 lbs) per shelf with an overall load capacity of 136kg (300 lbs)
- ◆ Oven holds up to 11 shelves



TA/TF TRUCK-IN/WALK-IN OVENS

The TA truck-in/walk-in oven is designed for industrial process versatility and dependability. Typical applications include aging, bonding, curing, drying, baking, heat treating, annealing and stress-relieving. Despatch's design, manufacturing, quality and innovation ensures industrial ruggedness, excellent process control and dependable operation. The TA oven is ideal for applications involving tight tolerances that do not include the use of any flammable solvents or volatiles.

The TF series is designed to meet NFPA 86 requirements for use with flammables and solvents. These Class A ovens are complete with a pressure relief panel, purge timer and exhaust fan. Each TF oven is specially designed for applications that include flammable solvents or moisture removal.

Standard Features:

- ◆ Shipped fully assembled, wired and tested to minimize installation time. Allows production to begin quickly.
- ◆ Horizontal recirculating airflow
- ◆ Protocol Plus™ microprocessor with real time clock and optional PC interface
- ◆ End-of-cycle and high-limit indicators
- ◆ Aluminized steel interior
- ◆ UL listed open industrial control panel
- ◆ High volume recirculating fan provides faster, more uniform heating which saves process time and improves product quality
- ◆ Plate floor with truck tracks

Options:

- ◆ Insulated floor with truck tracks
- ◆ Chart recorder
- ◆ Adjustable louvers
- ◆ Loading trucks and shelves
- ◆ Rear doors
- ◆ CE compliant



Production Ovens Continued



S-SERIES WALK-IN AND TRUCK-IN OVENS

This line of walk-in and truck-in ovens is designed for industrial process versatility, dependability and economical utilization of facility space. Typical applications include aging, curing, bonding, annealing, drying, baking and heat treating.

Standard Features:

- ◆ Convected uniflow air circulation design delivers superior uniformity and process reliability
- ◆ Precision supply and return airflow adjustment for the best uniformity available
- ◆ Thirty-two standard sizes from 360 to 2200 cubic feet (10,190 to 62,300 liters)
- ◆ Two maximum temperature ratings available: 260°C and 343°C (500°F and 650°F)
- ◆ Digital, three-mode, PID control eases readability and setability to

save operator time and reduce operational errors

- ◆ Proportioning gas burners on gas fired models for smooth and precise temperature control
- ◆ 5" (12.7cm) insulated wall construction
- ◆ FM approved hi-limit over temperature protection
- ◆ Top mounted and rear mounted heater compartments available to minimize floor space

Options:

- ◆ Programmable controller
- ◆ Chart recorder
- ◆ Process timer
- ◆ Audible and visual alarms
- ◆ Access ports or Jack panels available for test wires
- ◆ Special paint or finishes
- ◆ Class A (NFPA 86) option for handling flammable solvents
- ◆ Designed compliant to AMS2750D
- ◆ Special sizes, temperature ratings and atmospheres available



EQUIPMENT FOR COMPOSITES MATERIALS

The world's top manufacturers rely on Despatch for curing, drying and heat treating a wide variety of materials including polymers and composites.

Despatch ovens provide uniflow airflow which delivers heated air from both sides of the chamber for uniform operating temperatures. This air moves horizontally and vertically through the work chamber to be reheated and recirculated through the system.



Despatch offers complete vacuum bagging systems with up to unlimited vacuum ports - groups of 8. Jack panels allow you to connect as many thermocouples as needed for

monitoring the curing process. Mold preparation, including preheating, drying and cleaning processes can also be provided.

A control system is available to fully control and document your vacuum bagging process. A PC software package is utilized to record all the necessary information relating to your thermocouples, vacuum transducers, temperatures, Hi-limits, user access and all related alarms.

PRODUCTION PROCESSES FOR COMPOSITE CURING

Post Curing – Post curing application for a variety of fiber reinforced thermoset composite parts.

Vacuum Bag Curing – Curing operation where parts are placed in a bag and a vacuum is pulled to remove bubbles and form the composite material to the desired shape.

Resin Curing – Non-vacuum bag curing application for a variety of fiber reinforced thermoset composite parts.

Paint-Drying – Curing of primer and top coats on composite parts.

Edge Curing – Curing sealants on composite parts to strengthen the edges after cutting operations.

Repair Curing – Curing resin in composite repairing application.

RA/RF CABINET OVENS

The RA/RF reach-in ovens feature horizontal recirculating airflow and exceptional temperature uniformity. The result is proven reliability in demanding production and laboratory applications, such as curing, drying, sterilizing, aging, and other process-critical applications.

For applications that include flammable solvents we offer the RF series. These Class A ovens are specially designed to meet NFPA 86 requirements.

Standard Features:

- ◆ Temperatures up to 343°C (650°F)
- ◆ Horizontal recirculating airflow
- ◆ Protocol Plus™ microprocessor with real time clock and optional PC interface
- ◆ 304 stainless steel interior
- ◆ 5-year heater warranty
- ◆ End of cycle and high-limit control
- ◆ UL and C-UL listed open industrial control panel

Options:

- ◆ Despatch unique adjustable louvers
- ◆ Increased temperature to 538°C (1000°F)
- ◆ Chart recorder
- ◆ Audible alarm
- ◆ Access ports
- ◆ CE compliant



PC SERIES CONVEYOR OVENS

The PC Series model ovens achieve superior temperature uniformity in all interior parts due to high-volume, vertical down air flow. Typical applications include pre-heating, curing, bonding, drying and heat treating. There are several standard models available to suit your needs.

Standard Features:

- ◆ Temperatures up to 260°C (500°F)
- ◆ Conveyor speed variable from 2.5cm – 25cm (1”-10”) per minute
- ◆ 30.5 to 61 cm (12” to 24”) long entrance and exit extensions
- ◆ 10 cm, 15 cm, 23 cm (4”, 6”, or 9”) high work zone
- ◆ Emergency off switches at each end on larger models
- ◆ Class A models available

Options:

- ◆ Power options of 380/3/50, 415/3/50 or 480/3/60
- ◆ HEPA filtered model for applications that require Class 1000 cleanliness.

CUSTOMIZED PC SERIES CONVEYOR OVENS

The PC Series can be customized to meet your specific production needs. The following configurations are available:

- ◆ Temperature maximum ratings: 260°C (500°F), 343°C (650°F), 454°C (850°F), 538°C (1000°F)
- ◆ Variable conveyor speeds
- ◆ High volume vertical down airflow for superior temperature uniformity and process reliability
- ◆ Conveyor extensions on each end provides loading/unloading areas
- ◆ Class A option for handling flammable solvents
- ◆ Custom conveyor systems including flat wire, mesh belts, monorails, powered rollers, indexing drives, walking beam, powered chain and more
- ◆ Multiple heating and cooling zones
- ◆ Additional airflow designs such as horizontal or vertical up flow
- ◆ Clean environment air filtration including HEPA filters



Specialty Ovens

PBC BURN-IN CABINET OVENS

PBC Burn-in Chambers are engineered specifically for applications such as high dissipation forward bias, high temperature reverse bias, dynamic and static burn-in of IC's, RAM's & ROM's, microprocessors and additional semiconductor devices.

Standard Features:

- ◆ Temperatures up to 260°C (500°F)
- ◆ High-volume recirculating fans to maintain uniform temperatures
- ◆ Rear wall is easily disassembled and removed to simplify fixturing of power leads or feed-through boards into oven
- ◆ Traditional horizontal loading
- ◆ Side-to-side horizontal airflow
- ◆ Over-temperature protection control
- ◆ Simple, accurate digital temperature controller with accuracy of $\pm 1^\circ\text{C}$ ($\pm 2^\circ\text{F}$)

Options:

- ◆ Power supply cabinet - standard E.I.A. 48 cm (19") cabinet



RBC BENCHTOP BURN-IN OVENS

The stackable burn-in chambers offer maximum flexibility for small lot qualification testing, burn-in, reliability testing and research and development. The chamber is designed to maximize throughput and equipment use by allowing the operator to run concurrent tests utilizing different temperatures or cycle times.

Standard Features:

- ◆ Temperatures up to 260°C (500°F)
- ◆ Protocol Plus™ microprocessor with real time clock and PC interface
- ◆ Over-temperature protection
- ◆ Stainless steel interior
- ◆ High volume recirculation fans ideal for high dissipation applications

Options:

- ◆ Nitrogen atmosphere for minimizing oxidation at high temperatures
- ◆ PC interface for remote input, monitoring and recording
- ◆ Redundant hi-limit
- ◆ CE compliant
- ◆ Stacking hardware

PTC TOP LOADING TEST OVENS

PTC Ovens offer high performance burn-in and qualification testing for down-hole logging equipment. The oven's unique configuration is well suited for heating long and narrow loads such as tubing and extrusions.

Standard Features:

- ◆ Temperatures up to 260°C (500°F)
- ◆ 2.4m or 3.7m (8ft or 12ft) chamber length
- ◆ Removable end caps to allow several ovens to be connected end-to-end
- ◆ Horizontal airflow
- ◆ Digital, three-mode PID control for precise temperature control
- ◆ High-limit control with manual reset for protection against over-temperature
- ◆ Silicone door seals and positive latching clamps for security

Options:

- ◆ Non-magnetic, non-metallic models available
- ◆ Front load model available
- ◆ Programmable controller
- ◆ Gas-cylinder door assist



900 SERIES BENCHTOP TEMPERATURE CHAMBER

Capable of handling processes that require high and low temperature simulation and where close temperature tolerances are required. These units are available in three sizes from 11.33 to 50.4 ltr (0.4 to 1.78 cu ft) and are ideal for small lot qualification testing, burn-in, life testing, temperature cycling or research and development.

Standard Features:

- ◆ Temperature range -73°C to $+274^\circ\text{C}$ (-100°F to $+525^\circ\text{F}$)
- ◆ Programmable profiling interface control
- ◆ System controllability of $\pm 0.3^\circ\text{C}$ ($\pm 0.5^\circ\text{F}$) over the chamber's entire range; repeatability and digital settings to $\pm 1^\circ\text{C}$ ($\pm 2^\circ\text{F}$)
- ◆ Ramping operation includes four recipe files of up to 6 steps each
- ◆ Pressure relief vent is provided at the rear of the chamber
- ◆ Solenoid valve for controlling the coolant flow into the chamber

Options:

- ◆ Access ports with plugs may be provided in various locations
- ◆ Doors are available in three models: blank, ports and ports with window
- ◆ Several coolant options are available
- ◆ IEEE 488 converter

Furnaces



RTS RAPID THERMAL SHOCK TEST OVENS

Designed for accelerated life cycle testing of semiconductor and electronic devices. Single load or double load capacity allows all tested devices to undergo the same temperature cycle conditions, cycle after cycle. Performs to MIL STD 883C and JESD22.

Standard Features:

- ◆ Precision adjustable over-temperature
- ◆ Guaranteed part temp recovery/soak
- ◆ Temperature chart recorder
- ◆ Transfer jam alarm
- ◆ Automatic defrost system
- ◆ Microprocessor control

Options:

- ◆ Thermal Energy Storage System (TESSTM)
- ◆ Hot Zone GN2 Purge - Timed purging of hot zone after product transfer
- ◆ Precision under-temperature protection
- ◆ LN2 boost or back-up

DESPATCH DROP BOTTOM SOLUTION HEAT TREAT FURNACES

These furnaces are designed for economical operation for a variety of uses including commercial heat treating, military or aerospace requirements and automotive aluminum uses.

Despatch is a proven supplier of Drop Bottom Solution Heat Treat Furnaces with over 150 similar units sold. By providing proven product designs that incorporate state-of-the-art features, Despatch has become a low risk supplier to the industry for this type of equipment.

Standard Features:

- ◆ Delivered ready for production
- ◆ Simple, touch-screen operator control
- ◆ Economical for small part or low production runs
- ◆ Versatile down airflow minimizes temperature drop as doors open
- ◆ Excellent uniformity $\pm 3^{\circ}\text{C}$ ($\pm 5^{\circ}\text{F}$)
- ◆ Automatic operation
- ◆ Quench tank agitation standard

Options:

- ◆ Custom sizes and capacities
- ◆ Indirect gas-fired heating systems
- ◆ Stainless steel quench tanks
- ◆ Tank heat exchangers and water chillers
- ◆ Quench tank solution heaters
- ◆ Rinse tanks
- ◆ Load cars



- ◆ Load basket/rack design and fabrication
- ◆ PAG (polyalkylene glycol) concentration control and recovery systems
- ◆ Complete installation
- ◆ Complete start-up service
- ◆ Age ovens
- ◆ After sale service and parts

Software

PROTOCOL PLUS™ CONTROL

Protocol Plus is a microprocessor-based oven control system that offers users versatility, temperature control and operational simplicity. This control system displays temperatures in either Fahrenheit or Celsius on a large LED panel, and includes a 32-character LCD display to give detailed information on oven status.

Standard Features:

- ◆ Accuracy to within $\pm 1^{\circ}\text{C}$ at 25°C ($\pm 2^{\circ}\text{F}$ at 77°F)
- ◆ Calibrating, tuning and self-diagnostic capabilities
- ◆ Ability to program multiple set points for up to eight ramp and soak profiles
- ◆ Guaranteed soak

PROTOCOL MANAGER™ SOFTWARE

Despatch's Protocol Manager monitoring and data acquisition software enables one operator to stop, start, program and monitor as many as 32 ovens from a single personal computer.

Standard Features:

- ◆ Programming of time and temperature settings, including complex ramp and soak temperature profiles
- ◆ Records operating information including: times, temperatures, set points, lot numbers and operators
- ◆ Quick and easy installation



Capabilities

Integration: We offer full integration services to ensure seamless operation of your Despatch system – including communication with equipment manufactured by other companies.

Validation: At Despatch, we offer thorough validation packages that can help minimize the time and effort required for validation and start-up. We also offer assistance in executing IQ, OQ, and PQ protocols.

ISO Class 5: Despatch batch and continuous ovens are available in ISO Class 5 (Class 100) configurations where an ultra-clean processing environment is required. High-temperature HEPA filters remove airborne particulates to ensure the oven chamber has less than 100 particles (0.5 micron or larger) per cubic foot.

Rapid Heat-Up and Cool-Down: Several of our products feature special options that provide exceptionally fast heat-up and cool down rates, allowing you to benefit from shorter cycle times, higher throughput, and more efficient operations.

Inert Atmosphere: For processes requiring low oxygen atmosphere conditions, our batch ovens are also equipped with inert atmosphere capabilities. Maintaining a nitrogen or argon atmosphere can reduce oxidation when heating materials susceptible to oxidation.

PC Networks: Multiple batch ovens can easily be linked together in a communications network for centralized control and monitoring. A password security system improves process integrity by setting the amount of operating authority available to the operator. The host computer can also data-log process times, temperatures, lot numbers, operator names, and other quality control information.

Custom Solutions

If you have a unique application, Despatch engineers can address your custom requirements for heat-up times, cool down times, temperature uniformity, instrumentation, record keeping, space requirements, and other special concerns. In an increasingly competitive marketplace, the process used to create a product is often as important as the uniqueness of its design. That's why when it comes to evolving an existing application or implementing a first-of-its-kind process, more businesses choose Despatch Industries. No one has more proven success in partnering with customers to deliver complex thermal processing solutions for research and development, product testing and manufacturing. Most importantly, our innovative designs are backed by seasoned engineering, manufacturing and project management teams with decades of experience bringing large projects in on time and on budget.

- Innovative designs
- Proven experience
- Superior project execution
- World-class quality





Service and Support: Global Presence, with Local Expertise

With other thermal equipment providers, service stops after the sale. Not with Despatch. We provide expert technical service, a range of installation options and an extensive parts inventory to all of our customers worldwide. And, if that's not enough, we have the capability to service some competitor's equipment! At Despatch, we believe in exceeding customer expectations and going above and beyond what an average equipment manufacturer will provide. Worldwide service, installation, parts and advice – we have you covered!

WE'RE HERE FOR YOU, WHENEVER, WHEREVER

Rest assured that when you call our Service Help Line, you will be speaking with experienced, knowledgeable personnel, fully capable of assisting you with any equipment questions you may have.

Our network of Certified Service Representatives is spread out across the globe to provide technical support and service to Despatch customers worldwide.

Service Help Line Hours: Monday through Friday – 5:00am to 4:30pm CST

Contact the Service Department:

USA 1-800-473-7373
Internationally 1-952-469-8230
China 86-21-62702222 ext 1053

Contact Us Via Email: service@despatch.com

Frequently Asked Questions and Technical Tips:

Visit us on the web at www.despatch.com

WE OFFER THREE SERVICE AGREEMENT PLANS THAT CAN COVER DESPATCH, RANSCO AND OTHER BRANDS OF INDUSTRIAL THERMAL PROCESSING EQUIPMENT AND ENVIRONMENTAL CHAMBERS.

See the back of this brochure for details.

VALUE-ADDED OPTIONS

On-Site Training

Calibration We can verify uniformity, temperature and humidity or compliance to meet ISO 9000 certification requirements.

Equipment Modifications When your equipment no longer meets your current needs we can work with you to modify or update it.

SERVICE PROGRAMS

Full Service – available with a annual (1), semi-annual (2), or quarterly (4) preventive maintenance (PM) visit(s). All labor, parts and travel are included to ensure that your equipment is running at its optimum performance. In addition, you will receive priority scheduling and technical support.

Basic Service – available with a annual (1), semiannual (2), or quarterly (4) preventive maintenance (PM) visit(s). A control calibration is also included in the preventive maintenance visit. In addition, you will receive 15% off of parts, \$15.00 per hour off the standard labor rate, priority scheduling and technical support.

Block Hours – delivers the flexibility of providing universal coverage available in 20 hour blocks. Hours to be used for travel time and service. Excludes airfare, rail fare and rental car. In addition, you will receive 15% off of parts, priority scheduling, and technical support.

Extended Warranty

uplifts the standard warranty to one full year.

ASAP – Advantage Service Assurance Program

With over 105 years of providing world class service, Despatch continues to deliver exceptional products backed by a strong sense of responsibility and drive for long term customer satisfaction. Your partnership with Despatch can offer even higher value through your subscription to one of Despatch's Advantage Service Assurance Program (ASAP).

FIELD SERVICE NETWORK

A worldwide network of factory trained Service Professionals is available to support your Despatch equipment as well as some competitor's equipment. From full service preventive maintenance to routine repair and certified calibration and uniformity, the Despatch service network is positioned to respond to your business needs. Our service programs are customized to meet your specific needs.



SERVICE AND TECHNICAL SUPPORT

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Despatch
INDUSTRIES

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