



DUPPS

MAXIMUM UPTIME

Total Service and Support for Rendering and Process Equipment

**Our Most
Important
Obligation**



“Dupps won’t let you down.”

“For us, the bottom line is to be there when our customers need us. They operate Dupps equipment because it offers top performance and reliability; and it’s our job to keep it that way . . . any time, day or night.”

“For the Field Service team, the most important thing is to get the customer’s system up and running properly as quickly as possible. Every minute of downtime costs money, so it’s our policy to have a service representative ready to work at a customer’s plant in 24 hours or less. That’s why we maintain the largest service department in the business, with the right tools and parts to do the job.”

“Another important advantage we offer is experience. Every representative knows Dupps equipment inside and out, so we do the job right as well as quickly. Experience pays off in other ways too — we can help make sure equipment is properly maintained so it operates at peak performance, and to avoid expensive repairs down the road.”

“Our motto is ‘Dupps won’t let you down’; for our team that means we’re committed to the customer, every hour of every day.”

Larry Tully, Customer Service Manager



Total Service for Every Renderer

Your single source for full-capability service.

A world leader in the design, manufacturing and installation of rendering systems — including complete turnkey rendering plants — Dupps is unique in offering complete service and support to every renderer. Around the corner or around the globe, Dupps provides experienced, thorough, on-time service, whether your needs include just a single part, or maintenance of an entire rendering operation.

- Our expert service team, the world's largest, is backed by over eighty years of rendering system engineering and building experience. This means we can offer single-source responsibility for critical maintenance, repair and rebuild services that will dramatically reduce system downtime and increase your company's productivity.
- The Dupps Customer Service team offers much more than aftermarket parts suppliers: they know rendering equipment, and rendering operations inside and out. **They know how to maintain, service and configure your machinery for peak efficiency, reliability and extended service life.**
- Just as importantly, Dupps provides rapid-response service and parts for all kinds of rendering equipment, not just a few types and models.



Field Service for Rendering and Process Systems



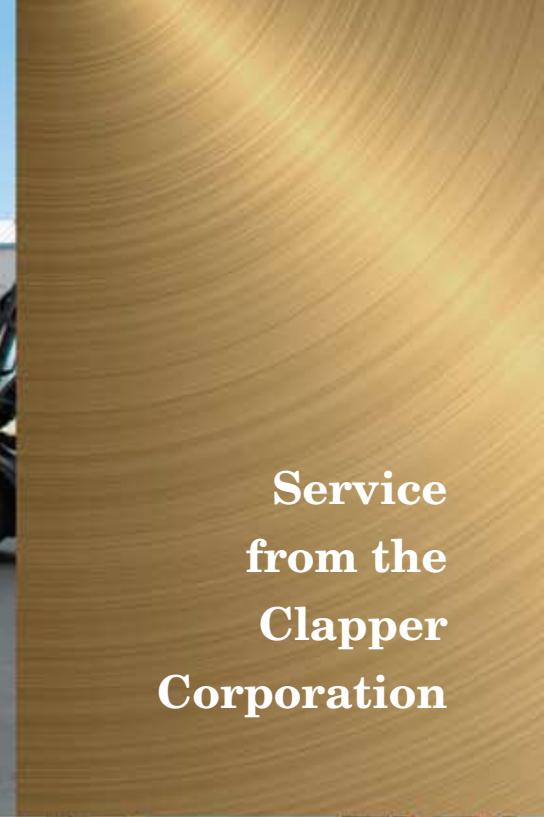
Parts and service when you need it, at your door.

The Dupps staff of full-time Field Service Technicians is the largest in the industry, with each member expert in all aspects of maintenance, service and repair of rendering and other process equipment — and offering in-depth experience in rendering plant operation, so they are often as familiar with your systems as you are.

With all the specific tools necessary to maintain, repair and upgrade your machinery properly and efficiently, only Dupps has the capability to quickly bring your system and equipment back to peak efficiency with a minimum of downtime. Just as importantly, we can service your equipment in our own plant or, in most cases, at your location.

Our Customer Service team also includes dedicated Route Drivers offering timely, scheduled door-to-door service to each customer. Dupps field service also provides

- **The Dupps 24-hour Service Hotline, at (937) 855-6555**, is manned by a team of specialists — including weekends and holidays — assuring rapid response to every service need.
- Worldwide service coverage for all types of rendering systems and equipment.
- Expert welding capability that meets all ASME Code Section VIII requirements.



Service from the Clapper Corporation

Clapper Corporation — partners in quality service and response.

Fast response to every service need means having the right people — and the right parts — whenever, and wherever, they're required. That's why for over thirty-five years, Dupps has relied on the experience and resources of the Clapper Corporation. Serving Dupps equipment operators in the western United States and Canada, Clapper's fleet of route trucks provides the same rapid service response that Dupps promises every customer.

Clapper's truck fleet is backed up by expert technicians with years of experience in working with Dupps equipment, from Precrushers to Pressors to cookers and more. Since becoming authorized Dupps distributors, Clapper has played a vital role in overhauling and

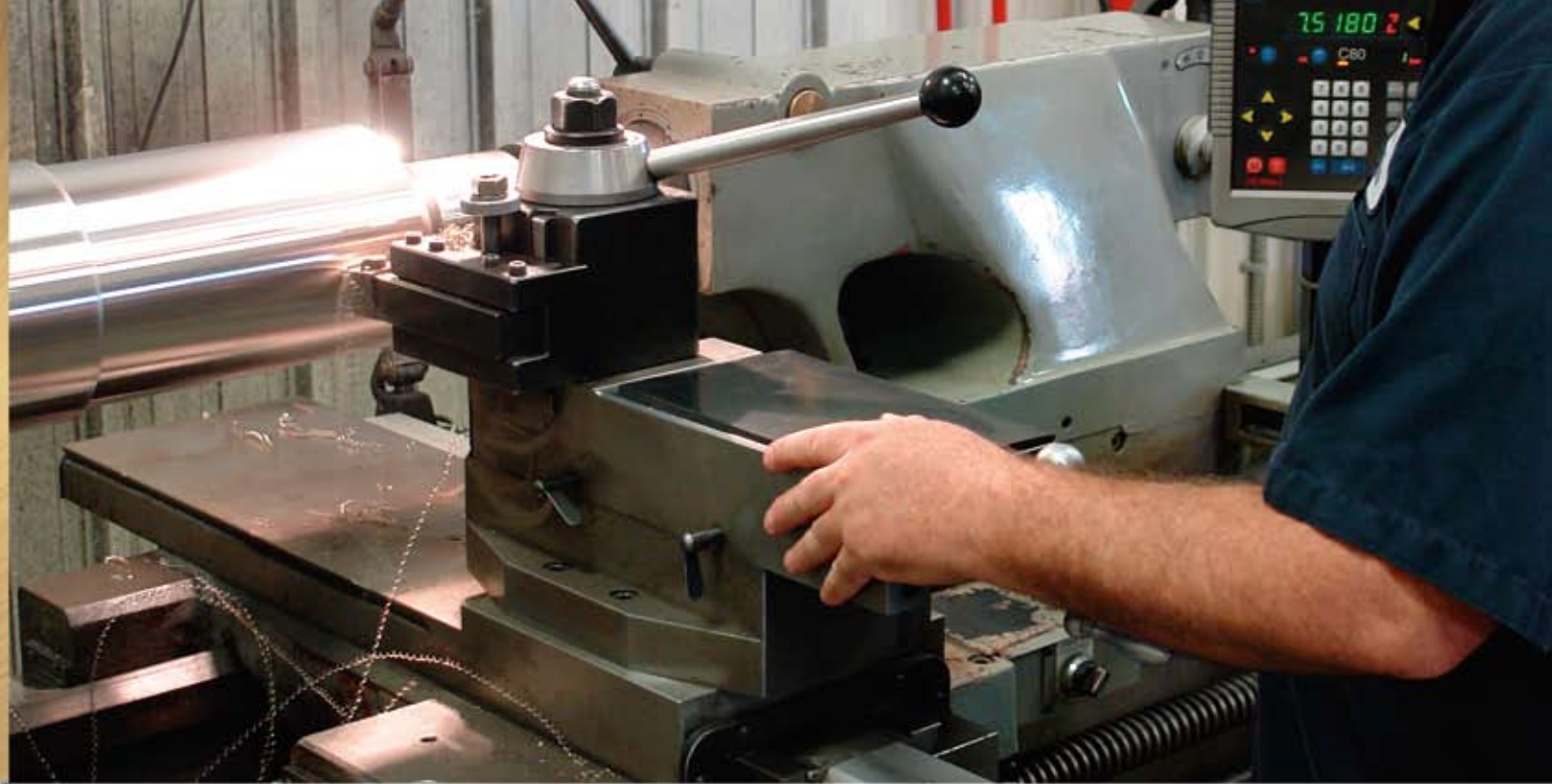
helping customers maintain Dupps machines — including nearly 2,000 Pressors — all with the same attention to detail and lasting quality offered by Dupps own service personnel.

To minimize downtime in critical situations, Clapper's technicians can also provide service in the field — bringing unsurpassed repair capability to the customer's doorstep.

Clapper uses only genuine Dupps parts for Dupps equipment maintenance and repair, assuring unsurpassed on-going machine durability and performance. To make sure that the right parts are on hand when the customer needs them, Clapper maintains an extensive inventory of the most commonly required replacement parts.



Equipment Repair and Rebuild



Bringing your system back to life — service from the source.

In addition to rendering equipment field service, Dupps offers a broad range of repair, rebuild and retrofit capability for all types of rendering and process systems — bringing worn, inefficient equipment back to peak performance, often at a fraction of the cost of new machinery.

The same high standards of engineering, machining and fabricating that goes into manufacturing the world's best rendering equipment is used to make sure that older machines are repaired and refurbished to the match or even exceed original operating specifications. Advanced, state-of-the-art production capability at our plant also assures that turnaround on repaired and rebuilt machinery is as fast as possible.

In addition to repair and rebuild services at our own facilities, we can, in many cases, rebuild critical equipment on-site at a customer's location. Dupps' experience in performing on-site disassembly, welding, machining and re-assembly of rendering machinery is unsurpassed in the industry.

Often older equipment can be retrofitted with upgraded components, allowing them to out-perform their original operating specifications. For example, many older Pressor® screw presses can be rebuilt with the Dupps HCPR™ (High Compression Press Release) screw shaft to extract more fat by dramatically lowering residuals in most rendered products.



VIP — Vessel Inspection Program

Your assurance of best cooker performance

The Dupps VIP (Vessel Inspection Program) and VIP PLUS are comprehensive schedules of planned equipment maintenance and periodic evaluation to minimize downtime throughout the service life of Dupps equipment.

The Dupps VIP includes a complete regimen of the inspections, reports and recommendations you need to monitor and evaluate the condition of cooker pressure vessels —

- Periodic inspection, including ultrasonic readings of shaft and shell wall thickness, is vital because process materials gradually wear down a vessel's tube walls, stiffeners and inner shell, and wash away weld metal. Eventually, this reduces the vessel's operating pressure rating and structural integrity.

- With the VIP, you get all the information you need to avoid failure and expensive downtime, as well as meet OSHA 1910.119 requirements for the mechanical integrity of pressure vessels.

VIP PLUS includes the standard VIP inspection points, and adds inspection of both the drive and discharge bearings and the packing box wear sleeve areas. After inspection, VIP PLUS includes the installation of new packing sleeves if required — substantially reducing the risk of journal damage caused by bearing failure or poor coverage from the packing sleeve.

The VIP and VIP PLUS also allow you to schedule inspections for off-hours to minimize downtime.



Dupps Parts for Rendering and Process Equipment



The part you need, when you need it.

With a full inventory of maintenance and repair parts, the Dupps Parts Department stands ready for the fastest possible response, often within 24 hours of a call.

Because replacement part availability is critical — even a small, inexpensive part can shut a plant down — our customers can call Dupps 24 hours a day, seven days a week. Parts can be shipped overnight if needed, delivered on one of our regularly scheduled route delivery trucks, or shipped according to your specific requirements.

Our complete inventory even carries ‘hard-to-find’ replacement parts. This means that customers don’t need to keep a large spare

parts inventory themselves, because they can rely on Dupps to have required parts in stock.

Our Customer Service Representatives are experienced rendering experts who will make sure you get the right parts at the right time.

The Dupps 24-hour Service Hotline, at (937) 855-6555, is manned by a team of specialists, assuring rapid response to every service need.

“We make a top-quality product. But to me, service comes first, and that’s what we’re really providing.”

Steve Townsend, Parts Representative



An ordinary screw press shaft flight after 1,940 operating hours.



A Dupps Tuff-Cast™ flight after 1,940 operating hours.

Parts Made to Perform

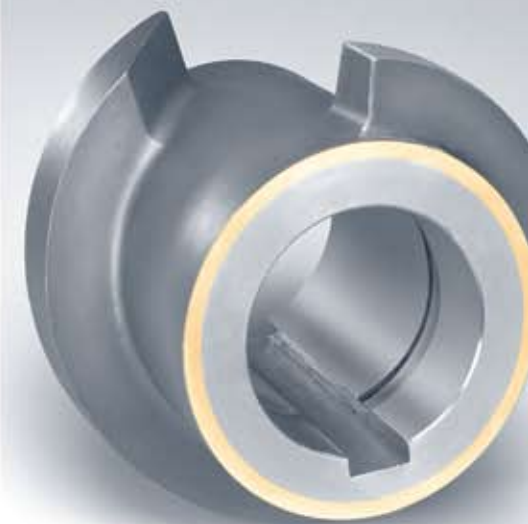
Not every part is created equal

Genuine Dupps parts are not only fast and easy to get, they're also the best value. That's because they're made to the highest standards, with the same advanced manufacturing techniques we use to build Dupps rendering and process machinery. It means that Dupps parts will outlast and outperform generic parts, and in many cases, surpass the performance specifications of original parts found in older equipment.

An example of a recent parts engineering innovation is the Tuff-Cast™ screw press flight used on Dupps Pressor® screw presses. Thanks to a patented bi-metallic hard surfacing process, Tuff-Cast flights are far more durable than other flights (see the illustration

above), extending the service life of screw shafts. Not only can Tuff-Cast flights be retrofitted to existing Pressors, they cost no more than ordinary flights.

Another example of superior parts performance can be found in the development of a new screw shaft design specifically for rendering Pressors. The patent-pending Hybrid HCPR™ screw press shaft extracts more fat by dramatically lowering residuals in most rendered products. Combined with precision-cut Dupps barrel bars, the HCPR shaft can provide up to 25% lower residual fat in pressed crax for most rendered products.





**Complete
Service for
Pressor®
Screw Presses**



**The best service for
your most pressing needs.**

Because we designed and manufacture the Pressor high-pressure screw press — and the ancillary equipment that surrounds it — no one can match our experience and expertise in maintaining and servicing your Pressor for highest efficiency, minimum downtime and lowest maintenance cost.

Using Dupps for servicing and rebuilding your Pressors ensures

- Longer service life for your equipment.
- That they provide maximum performance for your specific application.

- That they continue to operate at original, or better than original, performance specifications.

Offering much more than an aftermarket parts supplier, the Dupps customer service team knows rendering and other process applications better than anyone. We can make sure that from among the many configuration options, your Pressor is always properly set up for your feed stock, product mix and site-specific needs.

You'll also benefit from high-performance replacement parts designed specifically for the Pressor and available only from Dupps. Our Tuff-Cast screw shaft flights, for example, provide far longer shaft life than any other flight.



PIP – Pressor® Inspection Program

Planning ahead for best Pressor performance

Like the Dupps VIP program, the PIP (Pressor Inspection Program) is designed to assure that our customers, in this case Pressor screw press operators, experience optimal performance and cost efficiency — and reduce unnecessary downtime — on an ongoing basis.

With the PIP, each Pressor is inspected on a regular, scheduled basis by a Dupps Field Service Technician to evaluate the current condition of the equipment's gearbox components and overall gearbox integrity:

- The Pressor's gearbox is visually inspected to evaluate lube function and gear wear.

- All gearbox bearings are inspected for operational tolerance.
- After inspection, a complete, detailed report that illustrates the current condition of your Pressor is provided, including recommendations on any service or repairs that may be required.

Your PIP report is a vital aid in predicting when you'll need maintenance and repairs or future inspections. As a PIP customer, you may schedule inspections for off-hours to minimize downtime, or in conjunction with a scheduled cooker VIP.

To set up your PIP, please contact Okey Buell, Field Service Supervisor, at (937) 855-0515 or OBuell@dupps.com.





The Dupps Company

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**For prompt service, parts and support for Dupps rendering equipment,
call the Dupps 24-hour Service Hotline at (937) 855-6555.**

Or contact

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