

Field Service Representatives



Joe DiSalvatore is certified in Assembly, Testing, and Welding. He has 20+ years of experience in installations, commissioning & troubleshooting. Joe's focus is on servicing and consulting of Heavy and Light Syntron Feeders in the Food, Aggregate and Mining industries.

Joe DiSalvatore | Senior Field Service Specialist
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Frank Hagood has spent the majority of his career working as a field service technician/representative in the Oil and Gas Industry servicing both drilling and refining related electrical, mechanical and hydraulic equipment.

Frank Hagood | Field Service Technician
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Tony Valadez has over 15 years working in various technical roles servicing both electrical and mechanical equipment. He also is a veteran of the U.S. Army where he served as a Vehicle Maintenance and Recovery Specialist. Tony began his career at Syntron in August of 2019 and is based out of Houston, Texas.

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Proven Engineered Products – Complete Material Handling Solutions



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Field Services



Services

Inspections:

Stop problems before they occur with an annual inspection of your equipment and facility. Addressing issues prior to equipment failure can eliminate maintenance nightmares and unscheduled downtime. SMH can offer simple electrical and mechanical calibrations during our routine inspections.

Process Improvement:

From intake to discharge Syntron Material Handling can offer production and process improvement options.

Training:

SMH can offer many types of certified training including web-ex, classroom and training that is specific to your equipment needs. Your technicians can then properly maintain and monitor all aspects of equipment operations to keep them running at their optimum performance while eliminating downtime.

Consulting:

Ask your Syntron Material Handling representative for a complete review of any planned upgrades, new installations or maintenance repairs. With over 136 years of knowledge we can help you avoid any costly mistakes.

Troubleshooting:

Our Link-Belt brand has been in the material handling industry for well over 136 years and Syntron for more than 82. There's not much that surprises us. By using a certified SMH service technician your problems are quickly diagnosed and many solutions offered shortly upon arrival. From mechanical, electrical or application issues we have the experience to get you back on track and keep your equipment operating as designed.

Productivity:

We can optimize production by returning your equipment to maximum original specifications and advise on optimizing your application for the most efficiency possible.

Equipment Repair / Upgrades:

Our experienced team can identify mechanical or electrical failures quickly. We don't stop there. It's our goal to get you back up and running in as minimal time as possible. With inside sales support most replacement parts can be shipped out the same day. We work to identify the issues and find solutions. Every service trip is completed with a detailed follow up report highlighting issues and our recommendations for correction.

Material Handling Solutions:

Our experienced technicians have traveled the globe and worked in every application imaginable. Once on site, along with our experienced applications and engineering team, we can provide Solutions for even the most difficult applications.

Surveys:

Need a detailed list of all your Syntron Material Handling equipment? Let our Service Technicians provide models, serial numbers, current physical condition and operating performance for year round reference. This document is invaluable for maintenance and ordering of replacement parts.

Technical Support:

The SMH team is only a phone call away. With over 136 years of material handling experience you know you have a support team of inside sales, applications specialist and engineers who are mechanically and electrically priceless.

Installation:

All applicable SMH equipment is 100% fully tuned and tested prior to shipment. However, during installation misalignment of the hopper or equipment can cause damage or possible inefficiency. Poor installation is the result of many service trips. We recommend you have an experienced Syntron Material Handling technician onsite for installation and start-up to assure optimal material flow for maximum capacity.



Availability:

Our Experienced service technicians are available at a moment's notice. We know how important downtime is and the cost of lost production.

Calibration:

Mechanically sound equipment doesn't necessarily mean high performance/output. A few mechanical and or electrical adjustments can mean the difference between meeting your goals within your timeframe or having your crew work overtime.



Service Team Certifications

- Repair/Assembly/test/electrical in all Syntron heavy and light magnetic and mechanical industry products
- Electrical Measurements/adjustments/programming on Syntron variable frequency drives and variable voltage Controllers
- Welding/torch
- Training via classroom or individual basis on all Syntron equipment
- Installations of Syntron Material Handling equipment
- Project Management/leadership