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Need a New Manual?

Purchased or inherited used equipment or lost your machine's manual? Our Customer Service can assist you with ordering a new one. If possible, have the machine model number and serial number available and call 866-258-1914 or email customerservice@filamatic.com.

Testimonial

I am very satisfied with your service and your products. I have made the comment several times that we should just keep the rental unit that we are using and forgo the shipping of the new unit that we purchased. What a great machine. It has been a pleasure doing business with a company that knows their product and has such high standards for their machines.

-Bioprobe LLC

Support After the Sale

At **Filamatic**, our [Customer Service Department](#) takes spare parts and service very seriously. Rejena, Mary, Kristi, Ignacio, and Eddie make up the Customer Service team that will be able to assist you when ordering spare parts, pump kits, machine manuals, as well as scheduling [service](#) and maintenance trips. They are essential when it comes to helping customers prevent downtime by correctly identifying parts and maintaining spare part kits at the customer's site, which in addition to reducing downtime, improves efficiency and increases fill accuracy.

Filamatic is able to provide a "one-stop shop" approach by working with reputable vendors in order to put everything you need right at your fingertips. We stand behind our equipment, supply warranties, and have an understanding how essential parts and service are to your business. We also **target delivery based on your needs**, providing rush order service and product traceability information at your request.

The customer service team has put together a list of information that you will need available to make the ordering process more efficient:

- Machine Serial Number
- Part Numbers (found in Machine Manual)
- Customer Number
- Freight Carrier Number (if applicable)

Filamatic Customer Service also caters to international part orders as well as older/used machines. Each machine is treated on an individual basis and after you speak with a Customer Service Representative, an accurate lead time can be assigned to your project. Have you purchased or inherited equipment without a [machine manual](#)? Our Customer Service Department can help you order a new one. Again, if you can provide the machine model number and/or machine serial number along with pictures of the pumps and machine, the transaction will be quicker.

For more information or to speak with a customer service representative, please call **866-258-1914** or email customerservice@filamatic.com.

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Filamatic Up and Coming Trade Shows: Interphex 2010 and South Pack

Filamatic will be participating at Interphex 2010 and South Pack in April. Interphex 2010 will focus on the Pharmaceutical, Biotech and Diagnostic Industries where Filamatic will be demonstrating the automatic [Monobloc Fill/Finish Packaging System](#). The [Monobloc](#) has the ability to accommodate different container sizes and shapes, as well as perform a wide range of tasks such as sorting, feeding, filling, plugging, stoppering, crimping, capping, induction sealing, labeling, and accumulating. The [Monobloc](#) is ideal for the Pharmaceutical and Cosmetic industry, performing multiple tasks within a compact footprint.

Filamatic will also demonstrate the versatile [AdaptaFil™ Semi-Automatic Benchtop Filler](#) which provides the option of switching between a peristaltic, piston, gear, or lobe pump while utilizing the same base. The [AdaptaFil™](#) offers the features normally found in automatic machines through its HMI touch screen and Servo-Motor driven technology. The multiple pump option is ideal for filling mL's to gallons and product viscosities that range from water-thin to viscous.

The Interphex show will be held on April 20th-22nd at the Jacob K. Javits Center, New York, NY. We invite you to visit us at booth # **1773** and to [register for FREE](#) with promotion code: **PS12**.

South Pack will be held April 28th-29th at the Charlotte Convention Center, Charlotte, NC. Filamatic will be demonstrating the [AdaptaFil™](#) as well as the standard [AB Series Benchtop Filler](#). The [AB Benchtop](#) is ideal for repetitive dispensing of liquids from water-thin to viscous, molten products, and products with small particulates. The AB Series can accommodate fill volumes ranging from .05 to 260mL with the ability to mix and match pumps and nozzles for optimal versatility and flexibility.

Filamatic invites you to visit our booth #**2449** and to [register for FREE](#) with Promotion Code: **BB**.

To schedule your Booth Appointment for Interphex or South Pack, call **866-258-1914**.



Spotlight: DAB Heavy Duty Benchtop Filler

Filamatic's [DAB Series Machines](#) are semi-automatic, heavy duty fillers ideal for free-flowing, semi-viscous,

viscous, and molten products as well as products with small particulates. The [DAB Benchtop Fillers](#) offer the option to use the machine with one or two pumps depending on your production requirements and is perfect for dispensing two different liquids or fill volumes at the same time.

The [DAB Heavy Duty Benchtop](#) has the ability to fill a wide variety of products including viscous products such as mascara, creams and lotions, as well as accommodating a wide range of containers such as plastic and glass bottles, [pouches](#), syringes, and test tubes. With the [DAB Heavy Duty Series](#) you have the option of filling your product from floor level, overhead, or from a pressurized source. It also offers a modular design with built in expansion capability, perfect for production changes.

Optional designs are available for OEM Applications and air operated models for hazardous environments, and has the ability to automate the Benchtop.



Maintenance Tips: Cleaning Your Equipment

- Always determine the compatibility of the cleaning solution used with your equipment before using the equipment.
- Different cleaning solutions may be required for different areas of your equipment.
- Always unplug the machine before introducing any cleaning solutions whether they are flammable, combustible or non flammable and non-combustible.
- Provide adequate ventilation when cleaning the machine to prevent dangerous confinement of hazardous, explosive, flammable or combustible vapors.
- Wipe down only, do not spray equipment with a hose or steam clean.
- Certain exposed bearing areas require lubrication after cleaning.
- Plan for the safe disposal of all waste materials.

Connect with Filamatic and Be Our Friend!

Need information fast about liquid packaging systems? Filamatic participates in the three largest social media websites: [Facebook](#), [LinkedIn](#) and [Twitter](#). Each day these sites are updated with the latest information about machines, trade shows, maintenance tips, and day to day information about the packaging world.

Filamatic hopes to reach out to as many customers as possible in order to provide them the information they need, quickly and efficiently. Facebook chat with a Filamatic team member as well as group discussions on Twitter and LinkedIn allows us to assess your needs with an appropriate solution and gain insight on your needs. For more information on how to become connected to Filamatic, contact us at info@filamatic.com or find us on [Facebook](#), [LinkedIn](#) and [Twitter](#).



Filamatic can be found on
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