



Parts & Service

Brown provides 24 hour/7 days a week parts and service support year around to an installed base of machines across the United States and around the world. This support network consists of a team of full-time parts representatives, in-house service representatives, and traveling service technicians. Our service technicians are available to travel anywhere in the world and are capable of mechanical, electrical, and process support functions. We maintain an "A-list" of fully stocked parts to ship from inventory the same day. If you need a part (whether purchased or manufactured), be assured Brown will either have one in inventory or will procure what you need very quickly to minimize production downtime. To reduce parts headaches, we intentionally design machines with standard, readily available parts wherever possible. We also make a conscious effort to use off-the-shelf controls and software to make your life easier – with Brown, there are no black boxes or proprietary software to complicate things.

Process Engineering

The more we know about your end products and your specific requirements, the better able we are to produce the perfect machine and services to meet those needs. We encourage an on-going, open dialog between you and our technical staff. Collaboration between engineering staffs most often results in superior integrated solutions. Our lab machines can be set up to perform confidential tests on a variety of materials and manufacturing processes to validate the most innovative concepts. From prototype applications and acceptance trials, to on-site support for optimum cycle times, better material distribution, to form/trim optimization and product quality – Brown is always seeking a better process solution.

Parts & Service Hot Line

800-276-9652

5 p.m. - 7 a.m. EST: 989-667-1467

Comprehensive Parts Department

- Over \$1,000,000 in parts inventory to ensure minimal downtime and same day shipments.
- Duplicate copies of all machine manuals are maintained at Brown Machine to correctly identify your spare parts needs.
- Brown Machine still supports machines that have been in service more than 50 years.
- Dedicated expeditor on staff to ensure timely deliveries.
- Competitive shipping rates.
- All major credit cards accepted.

We Are Service

Brown Machine Field Service Technicians travel world wide and offer a full range of on-site services including:

- Setup and installation of new equipment.
- Process support and improvement.

- A full range of repair services from toggles to computers.
- Relocating of used equipment.
- Installation of kits and upgrade modifications.
- Training including machine maintenance, operation and process.
- Our in house technical support can answer your questions and offer online trouble shooting capabilities to minimize down time.

Contact Us

For a customized service contract that is tailored to your specific needs contact our service department at:

(989) 435-7741, ext. 1034

Completely Integrated Solutions Provider

Brown offers a complete line of both continuous and cut sheet thermoforming equipment; from entry-level to the most technologically advanced thermoforming systems. In addition to machinery, Brown customers enjoy a complete package of process engineering, tooling, retrofit kits, spare parts, and 24/7 customer service.

Leadership Through Innovation, Quality and Service

Serving the thermoforming industry since 1952, Brown Machine has earned a reputation for providing the most innovative, durable and dependable plastics equipment in the industry. With engineering and manufacturing capabilities in Beaverton, Michigan, Brown provides equipment, tooling and services to produce a wide range of thermoformed products in the following markets:

- Disposable Cup
- Food Packaging
- Housing
- Point-of-Purchase Packaging
- Material Handling
- Horticultural
- Automotive
- Lid and Plate
- Recreational Equipment
- Appliance

Today our equipment is producing products from a wide range of materials including:

- Polystyrene
- Polyethylene
- PVC
- Composites
- Polypropylene
- EPS Foam
- TPO
- Acrylic
- APET
- ABS
- Barrier Materials

Globally, Brown Machine totally supports its growing capital equipment business with a full complement of:

- Retrofit Kits
- Service: 24-7
- Remanufacturing
- Parts: 24-7

Continuous Thermoformers

Cut Sheet Thermoformers

Horizontal & Vertical Trim Presses

Lip Rolling Systems

Machines for Custom Applications

Toolling, Parts & Service



Global Leader in Thermoforming Solutions

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A global leader of thermoforming technologies since 1952, Brown Machine LLC engineers and builds a complete standard line of continuous & cut-sheet thermoforming equipment as well as related tooling & peripheral equipment.

Fx: 989.435.2821