

April 3, 2012

For Immediate Release

sales@brown-machine.com  
www.brown-machine.com

## Brown Introduces “Life Success” Program: Taking Service and Training Benefits to New Heights

In addition to providing innovative machine, tooling and process solutions, In 2012 Brown has added a new additional dimension of customer support. It is a new customer service and technical support program called **Life Success**, and it is designed to keep owners of Brown machines operating at maximum performance levels. The Life Success program is comprised of two parts; **Training for Life** and **Service for Life**.



**Training for Life:** Beginning at NPE 2012, with the purchase of new equipment Brown owners will enjoy unique access to operator training at Brown Machine at **no cost**. Hosted at the plant in Beaverton, Michigan, these one-day training sessions encompass an in-depth review of machine control, machine functions, diagnostics, maintenance requirements, and process control. Life Success sessions are divided into three one-day seminars and are scheduled throughout the year.

**Session One** teaches the basics of machine and tool preventative maintenance schedules, as well as the corresponding parts and maintenance procedures to keep Brown machinery operating in peak condition 24/7.

**Session Two** covers machine control, machine functions, diagnostics, tooling change-over and general maintenance requirements to provide operators with a thorough understanding of interfacing with the machine.

**Session Three** is called **Process Magic**, and it is devoted entirely to the art of process control. This session is a hands-on training experience and it takes place in the thermoforming lab at Brown Machine. In this seminar, Brown technicians will share a body of process knowledge the company has acquired over the last sixty years with the session attendees. This unique combination of field data, new materials experience, and changing

---

controls technologies will help operators run faster and form better quality parts.

All three sessions are of **no charge** and can be used by the customer for as long as they own the machine. Space is limited, so contact the Brown Service Department for reservations and a complete schedule of upcoming seminars for 2012.

**Service for Life:** Also included as a part of the **Life Success program**, Brown owners **will continue** to receive access to a Brown in-house technical service representative to assist in diagnostic trouble-shooting and problem resolution at **no charge**. This technical support is available to all Brown machine owners regardless of the age of the machine. Simply call the Brown service department with the model and serial number of the equipment for assistance. Again, as part of Brown's new Life Success program this technical support service remains at **no charge**.

Travel, additional days of operator training and parts are not included in the free Life Success Program. Some additional restrictions and qualifications may apply. Contact Brown Machine for more specific information of the program.

Brown Machine LLC, Beaverton, Michigan, is the global leader of thermoforming solutions. Brown engineers and manufactures a complete line of continuous and cut-sheet thermoforming equipment and related tooling/peripheral equipment. Brown has designed and produced numerous thermoforming innovations since 1952 and has machines operating in over 65 countries worldwide.