

## Frequently Asked Questions

### General Information

#### Do we have a quality guarantee?

Quality is a way of life at Caljan Rite-Hite. Not only are our machines built to the highest quality standards following our Quality Assurance Program, but our service department guarantees quality work. Our Quality Assurance Program empowers all Caljan Rite-Hite employees to take personal responsibility in the quality of the manufacturing process. Achieving and maintaining high quality and consistency in all of our products is the highest priority. With our Quality Assurance Program, equipment life is extended and breakdowns are reduced, thus diminishing down-time. The impact of this improved quality process is significant for Caljan Rite-Hite customers.

#### What are the safety features on the units?

All Caljan Rite-Hite SAFETrack models have been designed with safety and ergonomics in mind. A few of our safety features include pop-out rollers that prevent items or fingers from being caught between the belt and the machine, operator controls with a Hold To Run effect and guarded emergency stop, all chains and other moving parts are encased or shielded, and all machines are offered with guarding designed to provide durability and protect operators from moving parts.

#### Can we provide installation of the unit?

Yes, depending on what your needs are, we can install our machines.

#### How do we handle customer service after the unit is installed?

Customer service is an integral part of our business model. Whether you need training, commissioning, spare parts, or a service technician to visit your site, your needs are always at the forefront.

#### How quick can we provide a quote?

We can provide a quote to you within 24 hours, depending on the information provided and if clarification is needed.

#### What is the lead time for your products?

Lead time for our telescopic conveyors is generally between 10 - 14 weeks after order confirmation receipt. Power belt curve conveyor lead time is generally between 6 - 8 weeks.



[www.caljanritehiteus.com](http://www.caljanritehiteus.com)

## Frequently Asked Questions

### Product Information

#### **What are the unit specifications, load limits and rate options for the Caljan Rite-Hite product line?**

Each unit manufactured by Caljan Rite-Hite has specific load limits and rate options. Please see our Specification Sheets conveniently located on our website at [www.caljanritehiteus.com](http://www.caljanritehiteus.com). If you would prefer an electronic or hard copy version, please contact the sales team or email your request to: [arhoads@caljanritehiteus.com](mailto:arhoads@caljanritehiteus.com)

#### **What are all the features and options?**

We have many features and options available such as a front safety light, hydraulic elevation control, articulating belt extension, traversing base, under guarding, automatic package indexing and side guarding. Further options are available; please contact our sales team for more information: [info@caljanritehiteus.com](mailto:info@caljanritehiteus.com)

#### **What are our electrical standards?**

UL 508A, NFPA 70, NFPA 79, NEC, IEEE

#### **Can we provide a remote location control panel?**

Yes, a remote location control panel is an optional feature.

#### **Can we tie into an existing PLC?**

Yes, our products can tie into an existing PLC as long as we have the appropriate information and application function.

#### **What is the average life-span on the units?**

All Caljan Rite-Hite products have been built to endure the rough environment of the loading and unloading zone. Caljan Rite-Hite units, when properly maintained, last for many years.

#### **Are there standard colors for the units?**

Our standard color is Caljan Rite-Hite silver (RAL 9006), unless customer specified. Most SAFETrack products can be custom painted for your specific application.

### Sales Information

#### **Can Caljan Rite-Hite assist in determining an accurate budget for our capital equipment purchase?**

Yes, we can help determine a budget for your project. We will work with you to gain the information about your specific application, special needs and options.

## Frequently Asked Questions

### **Do we include tax and freight in our pricing?**

All sales tax and freight are excluded from our quotation pricing. Exact numbers will be determined after order confirmation receipt. If needed, estimates are available, but subject to change.

### **Can I get a quantity discount?**

Yes, we offer volume discounts.

### **Do we sell direct to end users?**

Yes, we sell direct to end users and work with them to ensure we provide the right solution for their application.

### **Can we get a test unit at our facility?**

Yes, we have a Demo/Test Unit Program which allows interested clients to put a test unit in place at their facility. Please contact the Caljan Rite-Hite sales team for more information:  
[info@caljanritehiteus.com](mailto:info@caljanritehiteus.com)

### **Can we visit a site that already has our units installed?**

Yes, with proper time allowances we can arrange a site visit for you at one of our current client installations.

### **Will we have an assigned account manager?**

Yes, an assigned account manager will be with you from the initial quote through subsequent after sales and service. Each order is also assigned with a dedicated project manager who will work with you to ensure that you have the best solution for your application.

## **After Sales & Service Information**

### **Do we have 24 hour customer support?**

Yes, 24 hour customer support is available from our highly skilled service technicians. Customer support is also available on the weekends, should you need this.

### **How often should maintenance be performed on the units?**

There is no doubt that every telescopic conveyor operates in a harsh environment. To determine your maintenance schedule, please refer to your service manual, provided at the time of machine delivery. Optional maintenance training is available upon request.

## Frequently Asked Questions

### What are lead times for parts?

Most spare parts can be shipped directly to you within 24 - 48 hours of receiving the order. Emergency spare parts orders are generally shipped the same day the order is placed.

### Do we keep parts in stock?

We keep spare parts in stock for your convenience and with most orders, can ship your order within 24 - 48 hours from the time the order was placed.

### What is our warranty on the unit?

Our standard warranty for all units is a one year warranty ensuring that our products are free from defects in material and workmanship under normal use and service. Extended warranty plans are available. Please contact Alan Pawley, Service Manager for more details: [apawley@caljanritehiteus.com](mailto:apawley@caljanritehiteus.com)

### What is the warranty process in case of part failures?

Our spare parts and service department will assist you with this process. In most cases, replacement parts can be shipped to you the same day.



#### USA

3600 E. 45th Avenue  
Denver, CO 80216

**T** 800 338 1751

**T** 303 321 3600

**F** 303 321 6767

[info@caljanritehiteus.com](mailto:info@caljanritehiteus.com)

#### Denmark

Caljan Rite-Hite ApS  
Ved Milepælen 6-8

DK-8361 Hasselager

**T** +45 8738 7800

**F** +45 8738 7801

**@** [info@caljanritehite.com](mailto:info@caljanritehite.com)

#### Germany

Caljan Rite-Hite GmbH  
Industriestraße 7

D-65439 Flörsheim

**T** +49 6145 93490

**F** +49 6145 934930

**@** [info@caljanritehite.de](mailto:info@caljanritehite.de)

#### France

**@** Caljan Rite-Hite S.A.R.L.

8, Rue Georges Besse  
ZAC du Fossé Pâté

F-78330 Fontenay-le-Fleury

**T** 00 33 1 30 07 12 37

**F** 00 33 1 30 23 05 69

**@** [info@caljanritehite.fr](mailto:info@caljanritehite.fr)

#### United Kingdom

Caljan Rite-Hite Ltd.

Moorbridge Road  
Bingham Industrial Estate  
Nottingham, NG13 8GG

**T** +44 1949 838850

**F** +44 1949 836953

**@** [info@caljanritehite.co.uk](mailto:info@caljanritehite.co.uk)

#### Benelux

Caljan Rite-Hite BV  
Engelenburgstraat 57  
7391 AM Twello

The Netherlands

**T** +31 571 270 444

**F** +31 571 270 555

**@** [info@caljanritehite.nl](mailto:info@caljanritehite.nl)