Technical Service, the Critical Component for Automation Success

Hamer has always been 100% committed to our customers' success with our equipment. From toll free technical assistance and same day/next day parts shipment, to having a highly qualified team of service technicians available to travel as required, technical service support remains a top priority. If your equipment is down, so is your profit center.

Over the past 16 months we’ve doubled our efforts at staffing and supporting our customers’ service requirements. Our service team now includes more than 10 fully-trained team members who can travel at any time to support Hamer equipment. Some of the additions we’ve made include:

• Staffing and training four full-time service technicians for robotic palletizer installations and support
• Expanding our Scale/Filler support with additional resources from the industrial scale industry
• Training several new production team members on Form, Fill, Seal and bag placing equipment

We’re continuing to focus, train and grow our technical support team. It’s our goal to always have a person ready to support you whenever and wherever you need it.

Three dimensions to technical service
Hamer’s philosophy in managing technical service is to offer a comprehensive three dimensional approach.

• All our technicians are leaders in machine and system production and bring practical machine building experience to our customers.
• Technicians are trained to manage field start-ups and machine rebuilds – many of our technicians have more than 10 years of practical experience.
• Toll free phone support is staffed by knowledgeable service team members who understand the urgency of a product production environment.

Expanded support team
This past year we’ve added a Parts Supervisor whose focus is to expand our service parts kits, locate older hard to find parts, and back up our Service Manager in meeting your parts requirements. We have also added dedicated parts order entry personnel. Our Shipping/Receiving Team has more than doubled, growing to four individuals committed to getting your parts orders picked, packed and out the door when you need them.

For over 80 years, Hamer has been committed to providing comprehensive technical support for our equipment. As we expand our product line, this important focus remains central to our business, and yours.
Form-A-Feed is a rapidly growing Minnesota based agri-business providing custom animal feed nutritional blends, premixes and minerals. In addition to packaging their own brand of products, Form-A-Feed also has a robust contract packaging business, packaging products for a wide variety of customers. Plant management approached Hamer looking for a flexible bagging solution that would handle any type of open mouth bag: plastic, paper or poly-woven. A critical requirement was that the bagging equipment would efficiently handle different bag sizes/heights. They visited the Hamer plant and reviewed the Model 1200 Bag Hanger, testing many of their bags to confirm they would run effectively on this machine. The team liked its structural build quality, ability to run all of their bags and the simple design of the machine.

They were also considering a robotic palletizing system to complete their automation project. Their challenge was footprint. The targeted facility had very little space available for the complete automated line.

The Hamer Solution
Hamer Sales and Engineering developed a system with a duplex belt feed Model 600NW Net Weigh Scale dosing product to the Model 1200BH Bag Hanger. All bag conveyors were designed for the small footprint and manufactured by Hamer. In addition the Hamer team incorporated a Fischbein automatic sewing system for their paper bag applications. When running poly bags the sewing system is caster mounted and simply rolled out of the way, with a Hot Air Sealer rolled in to close poly bags. The bags then travel along conveyors that feed directly to a dual cell, semi-automatic robotic palletizer. After pallets are built, their fork truck operator transfers them to the shrink wrapper.

Form-A-Feed has two bagging and palletizing plants very close to each other. The North plant contains earlier installed competitor bagging equipment and robot palletizer. It is interesting to learn about the differences in operation and production efficiencies that the feed company encounters with the 2 different packaging lines. In the South plant, the Hamer System offers the advantages of reduced set up time, ease of programming and production speed.

In their robotic palletizing systems, Chuck Boehme, Railyard Supervisor at Form-A-Feed, notes several advantages with the Hamer Robotic Palletizing Module vs. their earlier robot palletizer installation. Ease of programming with the Hamer Easy Pic™ software makes changing pallet configurations easy and done “on the fly, when everything is running and with no down time,” explains Boehme. At the North plant, a laptop is required, the robot needs to be shut down, and then everything started back up. Boehme goes on to summarize that “speed to accurately bag out material is what makes you money. Let’s just say Hamer wins, hands down.”

Customer Service is Key
Customer service and on-going technical support are also areas that Hamer has provided a clear advantage. When visiting the plant one afternoon, Chuck described how “Hamer on-site technical service is world’s above that of the manufacturer of our robot palletizer at our North facility. Hamer’s robot control technicians provide very clear communication, innovative solutions and quick problem solving.” With any service or upgrade, Hamer has handled this well and in a timely manner.

Form-A-Feed is a company that seeks innovative customer solutions with their products. They appreciate that Hamer has been a close partner, providing innovative ideas and solutions to any issues through direct communication and hands-on problem solving.
Top Yaskawa Motoman Robotics Integrator – 3 years in a row!

Yaskawa Motoman has once again recognized Hamer as a Top Robotic Integrator Partner in North America in 2014. Motoman’s Robotics Strategic Partner Program presents this award to their “Best in Class” integrators and application developers. We have been a partner of Motoman’s for over six years and have received top honors for annual volume and growth during 2012, 2013 and 2014.

Model 4200 Knockdown/Turning Conveyor Additions Improve Performance

Offered in two widths for over 7 years, we recently changed the smallest width from 30” to 36” to improve performance in the most common bag length of 29” to 32”. In addition we added stainless steel bag guides to improve bag positioning and a UHMW paddle on the knock down bar to allow for a wide range of adjustability for virtually any bag. Lastly, it now has a wheel lockdown feature as an additional adjustment. Not all bags handle the same. With the additions to the Model 4200 we’re giving our customers more tools to ensure their bagging line efficiency is maximized.

Functional Improvements to the Model 4000 Upright Bag Conveyor

As a part of Hamer’s continuous product improvement, a few changes have been made to the Model 4000 Upright Bag Conveyor. A versatile conveyor for hand bagging or automated bagging with open mouth bags, the Model 4000 has recently been upgraded to include optional bag guides that can now be readily adjusted in and out to fit any bag width. There is also an optional manual or power lift option to quickly adjust the conveyor to different bag lengths. The conveyor also now comes standard with a larger ¾ HP TEFC motor/drive to improve performance with heavy bags or longer length conveyors.

Meet John Cantwell

John joined Hamer 2 years ago as a Senior Manufacturing/Field Service Technician. He brings to us his extensive technical background from the aviation industry, working at Northwest Airlines performing maintenance on airplanes for 16 years. Before NWA, John worked for Piedmont Airlines.

This invaluable machine maintenance experience provides John with strong mechanical expertise to be able to assemble all Hamer bagging equipment, including scales, Form, Fill & Seal machines and conveyors. He has been a tremendous asset to the Service Tech team performing equipment start-ups in customer plants and handling customer service issues.

“I like the independent project work and autonomy,” says John when describing his work here at Hamer. He enjoys making a contribution to the rapid growth that Hamer has experienced over the past couple of years.

In his spare time and as a main form of transportation when possible, John is an avid biker, having just returned from Sturgis and the 75th Anniversary Rally. He resides in Belle Plaine, MN, has three adult children, and enjoys assembling and flying remote control aircrafts as a hobby.
Your Bagging Scale is Robbing You Blind!

Stop the madness with Hamer

◆ Proven new design and technology
◆ High accuracy, reduces product give away by 40%
◆ 50% faster for higher productivity
◆ Easy-clean belt feed design
◆ Low capital cost

Profit in the Bag™