Beyond *Remarkable* Products, We Offer *Remarkable* Service

SERVICE CENTER

American Paper & Twine has a professional team of experts — our **Twiner Tech Team** — that has what it takes to get your equipment up and running effectively.

AMERICAN PAPER & TWINE™

A Division of ImperialDade

When your equipment needs repair or service, it's twine time.

JANITORIAL & PACKAGING EQUIPMENT SERVICES

What Our Twiner Tech Team Provides:

- On-Site & Off-Site Repair Services
- Preventative Maintenance Programs ‡
- Well-Stocked Parts Department
- Timely, Professional Service
- Factory-Trained Technicians
- Knowledgeable Product Specialists
- Process & Equipment Evaluations
- Professional In-House Training

What types of machines do we service?

Packaging Equipment

- Bag Sealers
- Blister Packaging
- Carton Erectors
- Case Packers & Sealers
- Conveyors
- Labeling Systems
- Multi-Pack Equipment
- Palletizers
- Shrink Bundlers
- Shrink Wrappers
- Strappers
- Stretch Wrappers (Manual & High-Speed)
- Tray Erectors
- Vacuum Packaging
- Vertical & Horizontal Baggers
- Void Fill Equipment

Janitorial Equipment

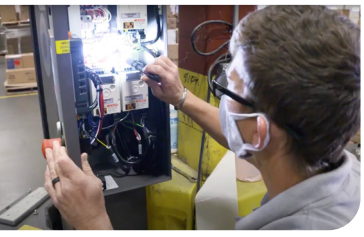
- Automatic Scrubbers
- Autonomous Machines
- Burnishers
- Carpet Extractors & Cleaners
- Floor Machines
- Rider Scrubbers
- Sweepers & Steam Cleaners
- Vacuum Cleaners (Uprights, Wet/Dry and Backpack)

We service all major brands in the janitorial and packaging industries.

Nilfisk · ARPAC A DURAVANT COMPANY · Combi Packaging Systems LLC · 3M · ICE Intelligent Cleaning Equipment · Clarke by Nilfisk · COUSINS · EASTEY · HOOVER COMMERCIAL · ORECK COMMERCIAL · POLYCHEM SYSTEMS LLC · KÄRCHER · nss · ORION · ProTeam · Sanitaire · SHARP PACKAGING SYSTEMS BY PREGIS · ONYX · TEXWRAP · VIPER

AP&T Service Center

We realize that sometimes our customers don't have the time or resources to repair the janitorial and packaging machines they buy from us (or anyone else). Our highly skilled **Twiner Tech Team** can quickly work on servicing your equipment, whether you need a one-time repair or require ongoing preventative maintenance.



Repair, Here or There

One of the benefits of having local Service Technicians is that repairs and preventative maintenance can be taken care of at the location most convenient for you. Whether you want the work to your equipment done on-site or off-site, we're here to help.

Service & Repair Rates

Packaging Equipment

Trip Charge.....$65 per call*

Customer Labor Rate..$100 per hour**

Non-Customer Labor Rate
.....$140 per hour**

Janitorial Equipment

Trip Charge.....$65 per call*

Labor Rate.....$80 per hour**

* Mileage rate of $.45 per mile over 50 miles.
**Rates apply during normal business hours (7:30 a.m. to 5:00 p.m. M-F) with a one (1) hour labor minimum. After hours rates: 1.5x normal trip charge and labor rate, two (2) hour labor minimum. Billing always rounded to the next full half hour. There is a one (1) hour minimum charge for equipment that is diagnosed and repairs are declined. Machine relocation service is offered at a flat rate of $100 during normal business hours.
‡ Discounts available through our Preventative Maintenance programs. Contact your Sales Representative for information.

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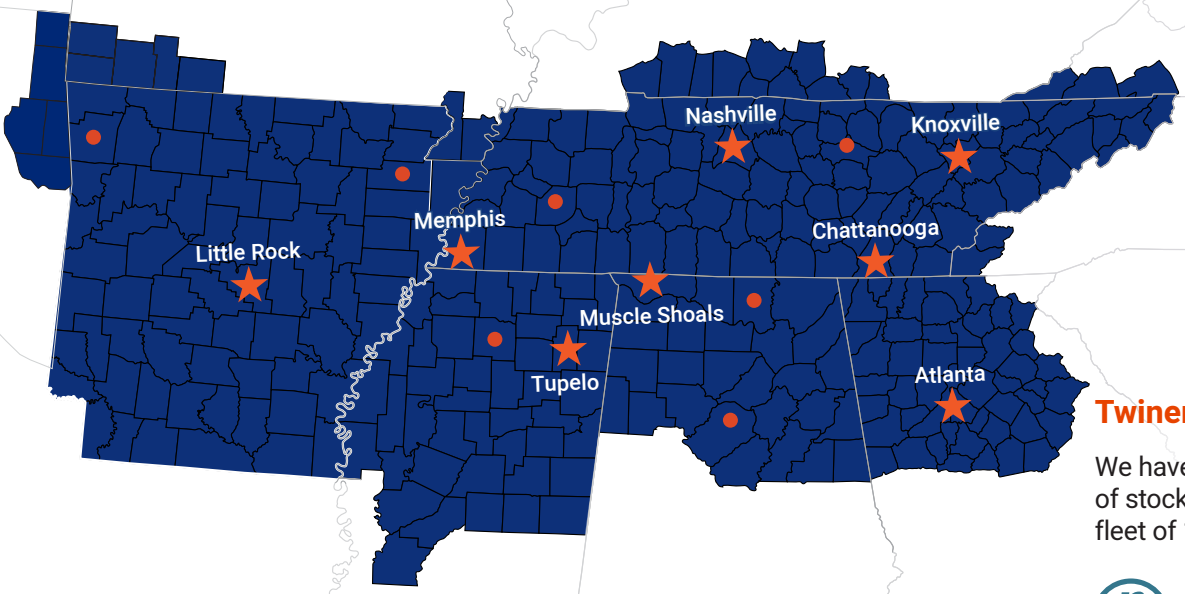
To learn more or request service, visit:
ShopAPT.com/service-center



Locations

Twiners Deliver

We have over 625,000 square feet of stocked warehouse space and a fleet of 100+ trucks ready to deliver.

network DISTRIBUTION
A Member of Network Distribution®

★ Full-Service Distribution Centers

Nashville:
7400 Cockrill Bend Blvd.
Nashville, TN 37209
O: 615.350.9000

Knoxville:
2710 Redfern Lane
Knoxville, TN 37931
O: 865.330.8800

Little Rock:
11611 Otter Creek S. Rd.
Mabelvale, AR 72103
O: 501.224.1555

Muscle Shoals:
322 Bob Riley Drive
Muscle Shoals, AL 35661
O: 256.383.3912

Memphis:
3695 Knight Road
Memphis, TN 38118
O: 901.542.0090

Chattanooga:
2134 Amnicola Hwy.
Chattanooga, TN 37406
O: 423.622.8008

Atlanta:
8080 Troon Circle #150
Austell, GA 30168
O: 678.398.5701

Tupelo:
127A Godfrey Road #1
Verona, MS 38879
O: 662.842.7407

● Additional Sales Offices

Cookeville, TN
TF: 800.251.2437

Birmingham, AL
TF: 800.445.7490

Jonesboro, AR
TF: 866.750.1101

Oxford, MS
TF: 866.969.1101

Jackson, TN
TF: 800.969.1101

Huntsville, AL
TF: 800.445.7490

Rogers, AR
TF: 866.750.1101

JANITORIAL | PACKAGING | OFFICE PRODUCTS | FOOD SERVICE | SAFETY & MORE

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It's twine time.™
A Division of ImperialDade

Call 800.251.2437
or visit ShopAPT.com.

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