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**Ron Marco**  
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NRM,

Concerning the performance of a job performed for our corporation, Clariant L.S.M., INC. by the NRM Company. On or about December 17, 2003, our Baker Perkins 1000 Gallon Sigma Blade mixer sustained rather severe damage during routine maintenance on the machine. During the initial investigation it was thought that the main gearbox was the only item to sustain damage, but upon further tear down it was found that the bowl insert and both main shafts were bent beyond reuse, at least not without being worked over by a specialist that understands the dynamics of machinery operation. The next option to be investigated was the purchase of new parts from the manufacturer. After discussing this option with the manufacturer, it was determined that the parts could not be shipped from in time to salvage the product that was to be mixed/ blended, which would have caused a great financial burden, both for us, and the customer of the product being manufactured. At this point a search began for the possibility of spare parts available in the hands of private parties. During a internet search The NRM Company came up, and was subsequently called to check on the availability of the required parts.

My initial conversation took place with Ron Marco who informed me that parts like this are pretty hard to come by, but that perhaps if we were to send the parts to NRM perhaps they could be repaired. I found this option to be far fetched but brought it forward to all parties involved at our plant site as an option. Just half an hour later I spoke with Jerry Phillips of NRM and he explained to me that if the parts were shipped to them by an overnight courier, that the possibility existed of being able to repair the parts and have them back to us in 4 days! All of the weekend prior to Christmas.

Well you can imagine that people here at our plant did not believe it would be done, but with no other option it was decided to take a chance and see what would happen. The parts were sent out on Thursday evening, and received by NRM the following morning, Friday, Dec. 19. Upon receipt of the parts by NRM I was contacted again by Jerry Phillips who let me know that they had received the parts and that they were currently being dye tested for damage beyond the obvious. Jerry told me that he would let me know as soon as they knew something. I must say that during the course of everything that transpired, communication was top notch. Jerry kept me informed every step of the way, and when critical moments were realized by NRM I was informed immediately. After the NDI testing was completed the bad news came back that they had found cracks in the shafts/arms and that it could not be salvaged, but that they thought they could make new ones, I thought they were crazy, that there was no way they could do this and have it back by our deadline, but once again we were left with no choice but to trust NRM and pray that they would come through.

Well, to make a long story short, the following Tuesday morning, the newly manufactured shafts and the reworked bow arrived by special courier to our site exactly as promised. The parts were assembled, after which we test ran the unit to ensure that everything would work as planned. The Unit worked as expected with no issues remaining. Later that day the batch of material was mixed, blended, dried and finally packaged.

I really can't say enough about the fine group of people at NRM who undertook this job when all other avenues were at a dead end, and all the time providing all of the oversight and communication that I, and my superiors expected. I would not, and will not hesitate to contact NRM for any future repairs on our centrifuges, Mixers, agitator gearbox's and any other equipment I feel may be in the realm of NRM's capabilities.

**Sincerely, Jon P. Neal**  
Maintenance Planner  
Clariant, Life Science Molecules.