

CUSTOMER SUCCESS STORY

The relationship we enjoy with our customers is mutually beneficial. Many are trying new technologies in an effort to increase their plant's efficiency and improve their production. Working in arduous conditions, in very different fields, they all rely on BRELKO and our engineered solutions for a trouble-free flow of materials at transfer points.

SOLUTION : BRELKO BELT HEAD PULLEY and SECONDARY SCRAPERS.

LOCATION : ILLOVO SUGAR (South Africa) (Pty) Ltd. UMZIMKULU, PORT SHEPSTONE

Good day to the Brelko team,

I would like to express my gratitude towards Brelko and the service I have received thus far. I am sure as a first time customer you wouldn't have expected an initial order for fitment of scrapers on all my conveyors in the frontend. The reason is quiet simple, although Tjaart is not a salesman he sold me the concept of no spillage and product carry over. I say this with sincerity that installing new scrapers on my belts was an excellent decision and the back-up service from Tjaart has been phenomenal. My conveyors are running clean with almost zero spillage. (Almost due to belt damage,ie: grooves in belt) scrapers however are performing 100%.

Secondly I would like to commend the management for the service level given to me for M2 conveyor. I know I may seem a difficult customer at times but from the responses I have received from Jay there was never a point when fingers where pointed toward me however Jay had kept his cool and we came to a mutual agreement on a way forward. From what I see M2 is running beautifully and going forward will look at tracking installations on all my conveyors.

I am very excited and eagerly waiting for the installation of C2 Troughing tracker as this is my hardest working conveyor.

Once again thanks to Tjaart and Jay for the gold star service level I have received thus far.

Regards

Deepak D Jamond

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