



Mi first steps with Cluster Exchange Service



Dispatch

We dispatch your brand new clusters including liners, shells, weights, air tubes, claws and a set of spare parts (including claw bowls, shut off buttons, fixing nut, liners and short air tubes).

Included in the box is also a waterproof envelope with the following content:

- A delivery note keep the top of the delivery note for your records. Fill in the bottom part and put it back in the box for when you send the clusters back.
- An order form in case you would like to order our tubing too.



You fit the new clusters and keep your existing clusters with you.

Simply detach your existing clusters from your milk tube and replace them with the new ones. The job takes no more than 20 minutes and the work is done!



Cluster

 \bigoplus



Change & Collect

Fast forward 2500 milkings and fresh clusters will be delivered to you at your agreed change date.

When your clusters have been changed, you return the used clusters in the plastic boxes provided and you call us for collection. This will also kick off your next change time! You then leave the plastic boxes outside your farm with the return labels on the box, and our courier will pick them up within 2 days.



Feedback

A week after you have returned your used clusters you will receive 2 documents in the post called 'Customer Report' and 'Liner Scoring Report'. These contain important information about your parlour settings and the efficiency of your wash systems.

If your Liner Scoring Report is negative, it is up to you to take action by contacting your dealer or cleaning chemical company.

Keep your Liner Scoring Report reports as these documents could be useful for any external inspection.

Liner Surface Scoring Report

Chieums Stat.

Lange Systems, ONE UNIT STALL

LANGE SYSTEMS, ONE UNIT TO THE STALL

AND THE STALL

LANGE SYSTEMS, ONE UNIT TO THE STALL

LANGE SYSTEMS, ON





Frequently asked questions



1. What happens to my old kit?

Your old equipment stays in your farm and belongs to you.

2. Do the clusters kit ever belong to me?

No, the kit will always remain the property of milkrite | InterPuls.

3. Will I get new clusters at every change?

The clusters will be new the first time they are delivered, thereafter we will deliver refurbished claws, new liners and new air tubes. The shells and weights will not be new.

4. When do I get my next refurbished clusters?

The change date will be in line with the information contained in your customer report and with your agreed frequency.

5. Can I change my specifications?

Yes, contact your dealer or our Cluster Exchange Department and the data will be updated for the next change.

6. What if my cow numbers change?

Please notify our Cluster Exchange Department and we will adjust your change date accordingly.

7. What happens when parts are sanitised?

Cleaning machines are used to thermally disinfect dirty cluster components to a high standard. Calcium deposits, iron staining and other farm contaminants are effectively removed. The high cleanliness levels achieved will help to significantly reduce or even eliminate cross contamination. This enhanced Cluster Exchange Scheme cleaning technology, particularly when combined with the use of the Milkrite range of milking liners, gives farms optimum protection against increased somatic cell counts and instances of mastitis.

8. What if I need more spare parts?

Just give us a call, there are no more costs for replacing spare parts. It's all inclusive within the service.

9. How do I pay?

You will be sent an invoice from your dealer and pay direct to them.

10. What if I want to stop?

Notify your dealer and the Cluster Exchange Department. We will arrange to collect our equipment.

11. What if I'm using Impulse Air for the first time?

Your dealer may need to help with adjusting the settings of your parlour.

CONTACT US ON

+44 (0) 7775 648 197 OR +44 (0) 7717 48 44 22











