



Energy Center Services and Support

Comprehensive service before, during, and after plant construction

ICM was founded in 1995 by a small team of engineers and craftsmen who shared a core belief that there was a better way to build a safer and more efficient distiller's grain dryer.

The industry quickly agreed—and just a little more than a decade later, ICM is the industry-preferred dryer manufacturer with more than 200 rotary gas-fired dryers operating in ethanol plants across North America.

As we have expanded our products and services to cover the entire Energy Center as well as the rest of the ethanol plant, we've continued to manufacture and support safe, efficient, and durable equipment that's guaranteed to perform.

From routine inspections to emergency situations, we're there for you

Because we know that in the ethanol industry time down equals money lost, ICM's plant guarantees are based on at least 353 days of annual operation, the highest uptime rate in the industry. Our solid process design and robust equipment provide reliable performance, and our support services are designed to help you maintain your plant's equipment, ensuring the most efficient operation possible for years to come.

Along with our predictive maintenance program, which allows your plant to predict useful part and machinery life and then schedule replacements during a plant shutdown, ICM has also developed a 1000-Point Inspection to help plant operators identify areas in your plant's Energy Center that need to be addressed during a scheduled shutdown. Planning these maintenance activities around scheduled shutdowns helps keep your plant performing as efficiently as designed and minimizes the risk of part/equipment failure leading to an expensive unplanned emergency shutdown.

Our 1000-Point Inspection keeps your plant in top shape

Planned conveniently around scheduled shutdowns, ICM's 1000-Point Energy Center Inspection provides a thorough equipment analysis covering the entire Energy Center. Our seasoned employees will come in before your scheduled shutdown to fill out a pre-shutdown survey and provide recommendations to your plant's management staff.

Checking everything from dryers to conveyors, weld seams to clamps, we work directly with the plant to repair high-priority issues and provide recommendations for future corrective action. Our inspectors, backed by a full spare parts inventory and ICM's unmatched field resources, will tell you what you need and then let you decide what you want our help with. We'll then come back during your shutdown, correct the issues we've agreed on, and provide you with a written report of actions taken. This inspection is flexible and can cover your plant's entire energy center, including:

- Drum
- Inlet plenum
- Drop box and cyclones
- Fans
- Drag and screw conveyors
- Burners
- Thermal oxidizer
- Boiler
- Duct work
- Expansion joints
- Dryer and slurry mixers



the **energy** of innovation™



Let us help your plant implement quick, productive shutdowns

When speed and accuracy matter, as in the case of a plant shutdown where every hour your plant is down affects production revenue, it is important to have knowledgeable shutdown specialists at your side to help you make the most of every minute. ICM's pre-planning and coordination experience makes your scheduled shutdown easy and efficient.

Learn more about our 1000-Point Inspection, our Coordinated Shutdown Services, or the 30-plus other products and services ICM offers to meet your plant's needs! Call our Customer Service department today.

877.456.8588

Helping however we can

Once your plant is running, we offer much more than just inspection services. Our staff is available to help 24 hours a day, 7 days a week. We'll help diagnose issues, provide drawings, and even engineer and build plant modifications and expansions.

Coordinated shutdowns

With an experienced field team dedicated to plant shutdowns, ICM offers the most efficient and reliable shutdown coordination available. Services include:

- Scheduling
 - Scope definition
 - Time and material (T&M) or firm bid pricing quotes
 - On-site coordination
- Project wrap-up—Customer sign-off sheet and project close-out report

Ongoing and emergency support

ICM is dedicated to customer service—our customer's problems are our problems. Therefore, we offer both ongoing and emergency support backed by a 24/7/365 availability commitment.

- 24-hour emergency hotline (877.456.8588)
- Extensive replacement part inventory
- Experienced support personnel
- Emergency shutdown use of ICM's heavy equipment and field components

Spare and Replacement Parts

We've lowered our prices on thousands of parts, and now we're making it easier to find what you need. We have developed an online parts database exclusively for ICM customers that will allow you to search our extensive parts inventory at your convenience.

- Order by phone at 877.456.8788
- Log on at icminc.com/spareparts

System upgrades

We are committed to providing the most efficient and reliable equipment on the market, and we constantly evaluate new ideas and designs by partnering with vendors and customers. We take the best of those ideas, thoroughly test them, and bring those that meet our rigorous standards to the industry. We implement these improvements in all our new designs, and we also make the upgrades available to our existing customers.



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