



PROBLEM: Declining cutter efficiency from wear and tear

SOLUTION: JWC Monster Exchange Program

Monster Solutions

Grinder Service Program Keeps the Sewage Flowing

San Bernardino, CA - Sewage and sludge grinders help prevent pumps from plugging and protect treatment equipment from damage, but after several years of crunching rocks, rags and tree branches the cutting efficiency will inevitably start to decline.

A simple and quick grinder service program is crucial in keeping the facility fully functional and running smoothly. That's why JWC Environmental developed a unique Monster Exchange Program for their Muffin Monster® and Channel Monster® grinders.

Maintenance coordinators such as David Maquinaldez at the San Bernardino Water Reclamation Facility, depend on JWC's Monster Exchange Program to make grinder service simple, quick and affordable. The facility uses nearly a dozen Muffin Monsters in various applications including sewage, sludge and septage receiving.

Here's how the Monster Exchange Program works:

- 1) **Call** – the treatment plant calls the nearest JWC Support Center and reads off the grinder serial number.
- 2) **Shipping** – a newly rebuilt cutter cartridge is prepared and shipped to the site by trained JWC professionals.
- 3) **Installation** – maintenance staff completes a “hot swap” –the old grinder comes out and the new one goes in. The old grinder is shipped back to JWC.
- 4) **Done** – that's it, you're done! Total downtime is 3-4 hours.

“It's great,” said Maquinaldez about the Exchange Program. “I know it's going to happen with minimal downtime. The program is much easier than repair and we can just exchange the grinder the same day.”



David Maquinaldez, Maintenance Coordinator, depends on the JWC Monster Exchange Program.

The Exchange Program not only saves time, it also saves money. The cutter cartridge comes complete with all new stainless steel cutters, complete assembly, inspection and a new paint job. Very little maintenance staff labor and time is needed on the customer's end. Plus there's no charge for JWC labor at any time, the only charge is for parts.

How long does this take? According to Maquinaldez the actual change of the grinders takes approximately 3 hours and simply involves unbolting, hoisting and re-bolting the new grinder into place. The paperwork



and shipping add a few days to the order, but never involve shutting down a pipeline or removing equipment from service.

Maquinez notes that the San Bernardino treatment plant, with an average flow of 33 MGD (5205 m³/h), is in full operation. Since everything is in use there is little tolerance for downtime – another reason the Exchange Program works wonders for him.

The bottom line for San Bernardino is the success of their treatment process. Maquinez, with 18 years of experience, reports that the Muffin Monster and Channel Monster grinders have successfully prevented pump clogging problems. He also reports no problems with the belt presses and sludge pumps, both protected

by Muffin Monsters. “We’re very pleased with the performance of the grinders,” Maquinez said.

JWC is proud to help San Bernardino and hundreds of other cities manage sewage safely, smoothly and in an environmentally responsible way with our high quality grinders and innovative service programs.

“The program is much easier than repair and we can just exchange the grinder the same day”

“We’re very pleased with the performance of the grinders”

JWC Product Support Centers

Santa Ana, CA
800-331-2277



Headquarters

290 Paularino Ave.
Costa Mesa, CA 92626 USA
Toll Free: (800) 331-2277
Phone: (949) 833-3888
Fax: (949) 833-8858
jwce@jwce.com

Western Service

2600 S. Garnsey St.
Santa Ana, CA 92707, USA
Toll Free: (800) 331-2277
Phone: (949) 833-3888
Fax: (714) 751-1913
jwce@jwce.com

Eastern Service

4485 Commerce Dr, Ste 109
Buford, GA 30518, USA
Toll Free: (800) 331-8783
Phone: (770) 271-2106
Fax: (770) 925-9406
jwce@jwce.com

