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FLETCHER SERVICE INC. MAINTENANCE TRAINING

Fletcher Service, Inc. has recently implemented a new training program which was created by Gary Stewart, an individual with 32 years' experience in the mining industry and 14 years' experience in technical training. Gary has been with Fletcher since early 2021, and he began creating this Maintenance Training not long after arriving. These paid trainings include a hydraulic course and an electrical course, and like all Fletcher products, they are tailored for each customer's unique operation. The hydraulic course lasts 2-days (approx. 16 hours) and the electrical course lasts 1-day (approx. 8 hours). The training is taught in classroom theory with practical exercises which can be performed directly on the customer's equipment or using Fletcher Service Inc.'s hydraulic training panels.

Many of our customers have already taken advantage of this program, and they have seen vastly improved results regarding their employees' knowledge of the machine systems. Century Mining, LLC, located in Volga, WV is one of those customers and when asked, Century's Maintenance Director, Cullen Medley, had the following great things to say about this program, "Each year our employees' complete trainings in order to maintain the skills and knowledge necessary to perform their jobs, and after 29 years in this business and taking part in countless trainings, I can say without hesitation that these trainings are more informative and more beneficial than any we have used in the past. There was a noticeable change in our employee's understanding of the components, and they reiterated to us how valuable

these trainings felt to them. I would highly recommend them to anyone needing this support."

It should be noted these training courses are set up to address customer specific needs and can provide technical training for Fletcher equipment, but they do not replace required Task Training for personnel, which is provided by the customer. In addition to specific Maintenance Training, Fletcher Service Inc. also offers machine specific Operator Orientation.

If you would like more information about Fletcher Service Inc.'s Maintenance Trainings or Operator Orientations, please email us at JHFservice@jh Fletcher.com or call 304-525-7811.



Mine employees gaining hands-on experience with Fletcher's Hydraulic Training Panel.

FIRST CANNON SCALER BUILT IN HUNTINGTON

At the end of 2022, Cannon Mining had just completed and was preparing to ship its first machine, a UV-11 ANFO Truck, since being purchased by J.H. Fletcher & Co. A little more than one month later, they were able to add another achievement to that list.

In February 2023, a SV-26 Scaler was completed. This the second Cannon machine to be built at the Huntington facility, and the first scaler.



Cannon SV-26 Scaler

Scaling vehicles are designed to remove loose material from mine roof and ribs, making those areas safer for workers. Scalers are often designed for heights and tight quarters and, like all of our equipment, are customizable and available in a variety of chassis sizes for varying mine requirements. Maximum machine operating heights range from 23 feet up to 36 feet and are available with a pick or a hammer.

If you would like more information on Cannon Scalers, Fletcher Scalers, or any of our equipment, please reach out to the sales department at sales@jhletcher.com.

Q & A: OPERATOR'S MANUAL

Q: Does the customer only receive a paper copy of their operator's manual?

A: Fletcher also provides electronic (PDF) versions of not only the Operator's Manuals, but also Service Manuals, Parts Catalogs and Circuits with every set of Part's Catalogs and Service Manuals provided for the machine. The electronic copies of these manuals are found in the paper copy of the Parts Catalog.

Q: I am trying to troubleshoot one of my machines by reading through the Operator's Manual, but how can I find a specific topic I am looking for quickly?

A: You should try searching the PDF version of your Operator's Manual by using the command CTRL + "F". This is the "Find" function, and when you select this command and type a keyword or phrase in the search field, it is able to locate that keyword or phrase wherever it appears throughout the Manual. For example, if you are wanting to find pages that list information regarding boom swings, you could select CTRL + "F", type "boom swing" in the search bar, and it will then highlight each page containing that phrase. *(Tip: Sometimes it is helpful to use specific keywords, while other times your search may be too specific and you should broaden your keyword in order to find what you need. For example: "boom swing", "boom" or "swing" are all good options.)*

Q: I need to obtain the certification letter for my machine. Where can I find this?

A: The certification letters for your machine can be found within your Operator's Manual! However, you are always welcome to call Fletcher directly if you need help finding a certification letter.

ADVANTAGES OF USING OEM PARTS

When the time comes that your Fletcher equipment is in need of replacement parts, J.H. Fletcher & Co. recommends always using OEM (Original Equipment Manufacturer) parts to bring your machine back to its full potential. OEM parts are the same parts and assemblies (or equivalent) used in the original construction of the machine, and they come with several advantages that parts from alternative vendors can't guarantee.

The biggest advantage of using OEM parts is the machine will maintain its domestic MSHA or OSHA certifications (Electrical Approval, Health Approval, or PENN Approval), any applicable international certifications (CE, ATEX, IEC Ex, SANS, CSA, etc.), and Fletcher certifications* (ATRS, Drill Canopies, Tram Canopies, Cabs, ATRS Extensions, etc.). Machines undergo analysis and / or testing to ensure they meet the laws, regulations, and standards for the country, state, etc. in which the machine is being operated. Non-OEM parts may not meet these requirements. Using non-OEM parts on certified systems or assemblies can and will void any affected certifications / approvals.

Using OEM parts outlined in your machine's most recent Parts Catalog ensures the machine will match the latest machine specifications. Parts from secondary vendors may come close, but there's never a guarantee they will be as effective or safe as an OEM part.

J.H. Fletcher & Co. designs and builds customized equipment for specific applications. Because the machine is customized, the parts may also be customized and unique to your machine. Your machine may contain special seals, use special materials, etc. designed to be used in specific atmospheres and conditions. Non-OEM parts may not be designed to meet these criteria. Using OEM parts ensures the machine continues to be operational for the atmosphere and conditions in which it was designed.



Example of Non-OEM canopy support post, leaning

OEM parts make exchanging and installing the replacement easier because the part will have the exact form, fit, and function of the initial part.

Fletcher maintains a large surplus of spare parts reducing the risk of wait times for sourcing replacements significantly. For those critical parts (such as cylinders and valves) that Fletcher does not stock, J.H. Fletcher & Co. can provide the customer with a Recommended Spare Parts Lists specific for each machine that shows which parts and assemblies are non-stock providing the customer with a means of knowing which parts and assemblies they may wish to personally stock to reduce machine downtime.



Replacing machine components with Non-OEM parts, such as the leaning canopy support post picture above, voids the Fletcher certification and may not meet required standards.



Using Fletcher OEM parts provide customers with access to engineering support and available warranties.

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Using OEM parts provides customers with access to engineering support and OEM warranties still in effect. Maintaining your machine as originally received can also greatly diminish the odds of receiving a citation. Utilizing 85 years of experience, J.H. Fletcher & Co. continues to design and manufacture quality components meant to withstand harsh environments.

Further information about our OEM parts can be found in your machine's specific Parts Catalog or by calling the J.H. Fletcher & Co. Parts Department at 1-800-543-5431 or e-mailing jhpartsdept@jhfletcher.com.

**Fletcher certifications are certified letters signed and stamped by Professional Engineers (typically Fletcher employees) stating that the part, assembly, or system meets criteria set forth by a governmental body (like MSHA) or meets criteria set forth in a standard (like ISO). The law or standard that the part, assembly, or system meets will be listed in the letter.*



OEM parts make exchanging and installing replacements easier because the part will have the exact form, fit, and function of the initial part.

UPCOMING TRADE SHOWS

MINING

Canadian Institute of Mining **April 30-May 1, 2023**

U.S. Coal Show **May 9-11, 2023**

Elko Mining Expo **June 3-9, 2023**

Rapid Excavation & Tunneling Conference **June 11-14, 2023**

Underground Safety Seminar **December 5-6, 2023**

Kentucky Blasting Conference **December 7-8, 2023**

ENGINEERED SOLUTIONS

AISTECH **May 8-12, 2023**

International Workboat **November 29-December 3, 2023**

FOLLOW OUR SOCIALS

Follow all divisions of J.H. Fletcher & Co. and Cannon Mining Equipment across social media like Facebook, Instagram, and LinkedIn to keep up with up-to-date information like job opportunities, giveaways, and upcoming appearances.



@FletcherMiningEquipment

@FletcherEngSol

@CannonMining

Did you know you can also find J.H. Fletcher & Co. videos on YouTube? Click below for machine demos and more!



CANNON MAINTENANCE

With the recent acquisition of Cannon, Fletcher Service Inc. (FSI) will now be conducting all maintenance on the Cannon product line. Please reach out to the Fletcher Service team via email at JHFService@jhffletcher.com.



J.H. FLETCHER & CO. WEBSITE

For the most up-to-date news and product information, visit our website at www.jhffletcher.com. There you can access our Literature, Newsletters, Bulletins, and Published Papers. Our site is constantly being updated, so check back often for the latest news and information.

Job Opportunities: <https://www.jhffletcher.com/careers>

Bulletins: <https://www.jhffletcher.com/bulletins>

Customer Survey: <https://www.jhffletcher.com/customersurvey>

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