

TECHNICAL SERVICE

Service Solutions for the Plastics Industry



Gala Industries, Inc. was established in 1959, with our corporate headquarters based in Eagle Rock, Virginia. Gala has two branches – one in Germany and one in Thailand – and a Technical Center in Roanoke, VA.

Your benefits

- Quality
- Reliability
- Services

TECHNICAL SERVICE

Service Solutions for the Plastics Industry

Supported by 24-hour Service Worldwide!

Technical Support:

Gala has earned its reputation for providing prompt, dependable service – before, during and after the sale. The mobile phone number of every technician is published on our website so they are available 24 hours a day. Every Customer call is handled with priority.

Training:

Customers are able to order classroom and hands-on training for operators and maintenance personnel on all of our Gala-manufactured equipment, either at the Customer's facility or at Gala's Technical Center.

Technical Centers:

Gala's technical centers are available to Customers who wish to evaluate the suitability of a Gala System for purchase, for assistance in product development, R&D, or for product market sampling.



Gala's experienced service technicians share their knowledge.

Pelletizer Training Course (PTC)

Twice a year, Gala hosts a Pelletizer Training Course (PTC) which is designed to educate and update operators and maintenance personnel on the concept, proper set-up, operation and care of Gala equipment. The PTC consists of educational sessions covering pelletizers, dies and cutter hubs, water systems and dryers, controls and electrical, general maintenance and overall process. Attendees will be provided meals, lodging and transportation to and from the hotel to Gala's Technical Development Center.

As a globally active supplier for the chemical industry, Gala has for 50 years demonstrated its expertise in pelletizing and drying a wide variety of plastic-based materials – from basic polyolefins to biopolymers, food- and medical-grade polymers, engineering resins such as nylons or polyesters, hot-melt adhesives, and more. Gala is known worldwide for unparalleled customer service.



Gala's Technical Service Team is here to help maintain, commission, and troubleshoot your Gala equipment. We specialize in mechanical, electrical and process aspects of producing the trademark Gala pellet shape. By using our service team to commission your purchase of Gala equipment, you will be assured of a complete inspection of the mechanical and electrical installation, start-up and verification of operation for the equipment, as well as operator and maintenance training. Our Technical Service Team will inspect your Gala equipment installation prior to the commissioning so that any corrections can be made well in advance of start-up. This helps reduce costs, time and potential material loss that could result from a faulty installation.



*Parts costs are not included in the cost of the inspection. We will use parts from the Customer's inventory when possible.

Preventive Maintenance Program Gala offers a Preventive Maintenance Inspection Program for users of our equipment. Our team will periodically inspect your equipment either through an ongoing schedule or at your request for a specific date. These inspections utilize our vast knowledge of the machines to spot potential problems before they become serious production issues. Our Preventive Maintenance inspections include a breakdown of the equipment for inspection of internal parts and replacement of worn or faulty components*, evaluation of your spare parts inventory, and a complete report of our findings.