

# ***REPLACEMENT PARTS CATALOG***

## ***HOT MELT ADHESIVE DISPENSING EQUIPMENT***



***4th Edition***



NORDSON CORPORATION • DULUTH, GEORGIA • USA  
[www.nordson.com](http://www.nordson.com)

# MAKING IT EASY TO DO BUSINESS

At Nordson<sup>®</sup>, our “**Mission Best**” policy states that we will be the best company in every market and every location where we do business. Making it easy for our customers to do business with us is a key component of that policy. From locating the right part number to providing in-plant service technicians, Nordson continues to improve our services to be recognized by our customers as the “Best” company. This catalog is intended to provide you easy access to common replacement parts. It is also available on the Nordson website, [www.nordson.com](http://www.nordson.com), under the Packaging, Recommended Spare Parts category.

## Ordering and Technical Assistance

### In the United States

To place an order, call toll-free 1-888-Nordson (1-888-667-3766) or fax 1-866-NordFax (1-866-667-3329). The Customer Service Center is open Monday through Friday from 7:30 a.m. to 8:00 p.m. (ET). There is an after-hours answering service available to handle emergencies.

For technical assistance, call toll-free 1-877-Nordsvc (1-877-667-3782).

To contact your local field engineer, call toll-free 1-888-Nordson. A customer service representative will forward your message to the field engineer, who will contact you as soon as possible.

### Outside the United States

Nordson has many local sales offices worldwide. You can find your local sales office address and telephone number by looking on the Nordson website ([www.nordson.com](http://www.nordson.com)), under the appropriate country.

## Exchange Programs

(Available to U.S. Customers only)



Nordson offers a variety of exchange programs that offer a worry-free, efficient way to replace major worn components or rebuild units without the trouble or cost of repairing or rebuilding them in-house. In exchange, you receive a new Nordson part or a rebuilt unit at a substantial discount with a new product warranty. You also benefit from any design improvements made to the part.

All exchanges are for new products with the exception of a few circuit boards and pumps, which may be new or rebuilt under the Nordson Rebuilt Exchange program (RBX).

Parts included in the exchange programs are:

- Hoses
- Guns and Modules
- Timers
- Pumps
- Circuit Boards

And, we'll pay the return shipping costs for you if you use the return label supplied by Nordson. You also get the latest product documentation for operating and maintenance procedures.

All rebuilt systems and components carry a six-month warranty.

## Trade Plus Program and Rebuilt Exchange program



- Call Nordson customer service.
- Request the Trade Plus or Rebuilt Exchange program part number. The letter X or R will precede the part number.
- You receive the discount price when you place an order.
- Nordson customer service will issue a Return Authorization (RA) number and special RA mailing label so you can return the used part.
- Free shipping issued in conjunction with UPS when using the mailing label provided by Nordson. Just write in your account number and designate your package as a collect shipment.
- You have 60 days from the date you placed your order to return the used part.

## Series 3000 Equipment Service Program



- Call your local sales representative or the ESP<sup>™</sup> coordinator at (770) 497-3760.
- You will be given a service price and delivery schedule to rebuild your Series 3000 unit.
- On receipt of your purchase order number, you will be given a Return Authorization (RA) number and shipping address.
- Write the RA number on the box when shipping your unit. Nordson pays shipping charges if the unit is shipped using Nordson preferred carriers and is marked freight collect.
- Units returned for service have an approximate two-week turnaround time from the date of receipt to the date it is shipped back to you. Units are bench-tested before being shipped back to your facility.

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