

milkrite | InterPuls

Improving every farm we touch

My first steps with



STEP 1

Dispatch

We dispatch your clusters including liners, shells, weights, air tubes, claws and spares.

Included in the box is also a waterproof envelope with the following content:

- Return Labels
- Zip Ties



STEP 2

Install

You install the new clusters.

Simply detach your existing clusters from your milk and twin air tube and replace them with the new ones.

It is that simple!



STEP 3

Change & Collect

Fast forward 2500 milkings and fresh clusters will be delivered to you at your agreed change date.

When your clusters have been changed, you return the used clusters in the plastic boxes provided. You then leave the plastic boxes with the return labels on the box, and our courier will pick them up.



Frequently asked questions

- 1. What happens to my old cluster?**
Your old equipment stays on your dairy.
- 2. Is there a contract tie?**
You are not bound by a contract on the Cluster Exchange.
- 3. Do the clusters kit ever belong to me?**
They may be purchased.
- 4. Will I get new clusters at every change?**
The clusters will be new the first time they are delivered, thereafter we will deliver refurbished shells and weights, claws, new liners and new air tubes.
- 5. When do I get my next exchange?**
The change date will be in line with the information contained in your customer report and with your agreed frequency.
- 6. Can I change my specifications?**
Yes, contact your dealer or our Cluster Exchange Department and the data will be updated for the next change.
- 7. What if my cow numbers change?**
Please notify our Cluster Exchange Department and we will adjust your change date accordingly.
- 8. What happens when parts are sanitized?**
Cleaning machines are used to thermally disinfect dirty cluster components to a high standard. Calcium deposits, iron staining and other farm contaminants are effectively removed.
- 9. What if I need more spare parts?**
Just give us a call, there are no more costs for replacing spare parts. It's all inclusive within the service.
- 10. How do I pay?**
You will be sent an invoice from your dealer and pay direct to them.
- 11. What if I want to stop?**
Notify your dealer and the Cluster Exchange Department. We will arrange to collect our equipment. We ask for a 30 day notice before leaving the program.
- 12. What if I'm using Impulse Air for the first time?**
Your dealer may need to help with adjusting the settings of your parlour.

