



Reputation on the line

When a customer calls Rice Lake

A very good customer of ScaleTech Systems, Canada, is John Brooks, plant manager with F.W. Cobs Company, in Saint Albans Bay, VT. The F.W. Cobs Company serves the organic and conventional feed industries with top quality feed ingredients. They supply grains across North America by road or rail, with their fleet of jumbo hopper rail cars.

John came looking for Rice Lake. "I read about the 920i® capabilities, and they fit what I wanted to do. I went to the Rice Lake website and read some more and then I called Rice Lake for more information."

"The 920i has tremendous capabilities. It is so good, it's unbelievable. We have bins of different grains with different fall rates. Wheat, for instance, has a density of 60 lbs per bushel depending on the moisture content. Wheat middlings have a density of 17 lbs per bushel. The 920i can look at that and adjust the closing gate. I can hardly believe how it performs. All the varying densities are stored in the 920i. It can calculate density, moisture content, draft size and adjust how long the gate needs to be open, record the cart and bin number, and control mixing. It's fun to watch!

"I had another application cleaning grains in cleaning machines. I needed to know the exact weight of grain before and after it was cleaned. I called two companies in Canada. Neither one of the people I spoke to were able to give me any information about their products.

"You can't put a price on the value of being able to speak to someone who is capable and very knowledgeable. Every time I've called Rice Lake, someone got back to me. Don't lose that! It's a biggie!" ■

