

## **(FAQ) FREQUENTLY ASKED QUESTIONS ABOUT LGI DRUM MAGNETIC SEPARATORS**

### **Who manufactures LGI drum magnetic separators?**

Longji Magnet Co., Ltd. (Fushun, China) has manufactured the majority of LGI magnetics since 2004. Longji is an ISO 9001, CE and CNACL manufacturer with over 34 design and innovation patents in China. The company has over 800 employees and thousands of customers worldwide. Longji has also supplied versions of its products to a major North American magnetic equipment manufacturer. Its magnetic products are in use throughout the US, Canada and Mexico.

### **What steps are taken to ensure quality?**

Drum separators are constructed at Longji's ISO9001 compliant manufacturing facility. Longji's procedure is to electrically and functionally test its products using documented procedures and specifications prior to shipment. After arrival in North America, drum separators are again tested using three separate industry standard electrical tests to verify electrical performance and insulation integrity. To our knowledge, we are also the first dealer of imported magnetics to periodically destructively test magnets to ensure magnet insulation material is as specified.

### **What types of technical support can I expect?**

Longji's capabilities include an advanced R&D center with a diverse engineering staff that includes industrial electricians, mechanical engineers, electrical engineers and applied physicists. This staff is available for custom product development, engineering and product support. General maintenance and troubleshooting support is provided by a local certified electrician who works with your local electrical staff or contractor. Although we do not perform installation, we can provide referrals to companies experienced in drum magnetic separator installation.

### **What if I have a problem with my LGI drum magnetic separator?**

LGI drum magnetic separators are covered by a manufacturer's one year limited warranty as described in the LGI owner's manual. Defective products are generally exchanged for a new drum free of charge from our in-stock inventory of available drum magnets, provided your size is in-stock and available. Some exclusions and limitations apply.

### **Do you offer product trials or provide customer references?**

Many LGI magnetic products are available for a limited on-site trial (call for details). Numerous customer references are also available.

### **What type of maintenance is required?**

Please consult the owner's manual for detailed maintenance requirements.

### **What kind of magnet is the drum made out of?**

Depending on the drum model and the customer specifications, drums may use rare earth magnets, electromagnets, or standard ceramic magnets. Our standard drum separators are rare-earth magnets.

**Can you adjust the magnet?**

Yes. Please consult the owner's manual for detailed instructions on what can be adjusted and how to adjust it safely.

**What type of material is the drum good to process?**

The magnetic drum is primarily intended for the separation of non-ferrous and ferrous material, in the form of dry powder and thin particle material.

**What's the purpose of a double drum?**

The double drum provides greater separation of non-ferrous and ferrous material.

**What's the purpose of the vibrating shaker?**

The vibrating shaker evens out the material to be separated, so that it can be fed into the drum at a more uniform rate, and is therefore more easily separated.

**How do you install the drum?**

LGI drum separators should only be installed by a certified electrician, and following the guidelines in the owner's manual.