

# A & M Refractories, Inc.

In only 2 short decades, A&M Refractories has become a leader in the precast shapes industry. Because A&M must meet world-wide customer demands, while being price competitive, their equipment must constantly run at optimal capacity. Thus, minimizing down time is essential. When A&M relocated, to ensure quick and hassle-free start-ups, they relied on Stelter & Brinck to install and commission their combustion equipment. A&M also asked S&B to upgrade an oven's combustion system and controls for their new facility. After A&M's move was complete, Rick Bobst, Vice President, stated, "S&B was so easy to work with! There was great communication between Stelter & Brinck and our team." He went onto say, "Stelter & Brinck knows combustion; they are great at what they do! I will definitely keep coming back."

Bobst kept his word. One year after A&M's relocation, Bobst come back to Stelter & Brinck for another combustion system upgrade. In addition, A&M keeps their equipment in tip-top shape by scheduling routine preventative service visits with S&B. A&M relies on Stelter & Brinck for their combustion needs not only because "S&B is very knowledgeable", but because of the experience and quality of service they receive. Bobst believes that, "every Stelter & Brinck experience is positive." He goes onto say, "Stelter & Brinck's service technicians always take care of A&M- they make our problems their problems- they address all of our concerns before leaving." Bobst also said that, "the service of S&B's technicians extends beyond their visit". He explains, "when we had a problem on a combustion system, we called one of their tech's cell phones and he was able to walk us through the solution to our problem!" Bobst exclaims "I would definitely recommend S&B- they have been able to keep A&M's equipment running better than ever!"

**"Stelter & Brinck knows combustion; they are great at what they do!"**

**"Stelter & Brinck's service technicians always take care of A&M- they make our problems their problems- they address all of our concerns before leaving."**

**"Every Stelter & Brinck experience is positive!"**

**Stelter & Brinck**



Since 1956