Duffield, Virginia
Service center
WHO WE ARE

Joy Global is a leading supplier of advanced equipment, systems and direct services for the global mining industry.

Vision
To be a world-class service company delivering the most reliable and productive products, systems, and solutions that solve mining’s toughest challenges.

Mission
To partner directly with customers to help them to achieve zero harm, the highest production, and the lowest lifecycle cost for their mining operations, while making every customer a reference.

World-class

People
We attract, develop and retain highly-skilled manufacturing technicians, innovative engineers, and smart business people to foster a diverse workforce that enables us to deliver world-class products and service.

Products
For 130 years, Joy Global has been the preeminent manufacturer of world-class surface and underground mining equipment, recognized for its quality and reliability. Today, our commitment to innovation and quality continues to solve mining’s toughest challenges.

Service
Joy Global is the leading service provider for the mining industry, with a 24/7 direct service and support network to help our customers.

Processes
We excel by deploying consistent world-class processes, methods, and metrics throughout our global network, with the ability to customize locally.

Social responsibility and environmental responsibility
Joy Global works to enhance the quality of life in our local communities through support of organizations that address each community’s immediate needs and build a foundation for the future. We believe our success is tied to the strength of the communities in which we operate and we strive to be valued corporate citizens and neighbors. We also are committed to the safest possible environmental practices and stewardship, minimizing risk to our employees, our business operations and the surrounding communities. We always apply the most stringent federal, state or local regulations for air quality, water quality, waste management and other environmental requirements.

Financial performance
Joy Global has a history of achieving profitable results and providing long-term value for shareholders. The company’s stock is publicly traded on the New York Stock Exchange (NYSE) under the symbol JOY.

Fast facts on Joy Global
Global headquarters in Milwaukee, WI ...
- Over 130 locations
- 16 countries
- Approximately 12,000 employees worldwide
- $3.1 Billion (2015) in annual sales
- NYSE: JOY

| WHO WE ARE |服务领导 |世界级 \n矿产性能
零伤害 |最低成本/吨 |

世界一流的

在我们的承诺中，最大的目标是成为服务领导者，提供产品和服务，以解决全球矿产性能的问题。我们的直接服务网络允许我们与客户合作，实现最高的生产率，最低的成本/吨和零伤害，使每个客户成为参考。

At the core of our commitment to customers is to be a service leader, providing the products and solutions required to generate world-class mine performance. Our direct service network allows us to collaborate with customers to achieve the highest production, lowest cost per ton and zero harm, making every customer a reference.
Solving mining's toughest challenges

"Our product engineers, sales team, and field service personnel work alongside your mine operations staff to respond to your unique productivity challenges. We leverage this partnership to develop, manufacture and remanufacture the highest quality mining products for your specific operational needs.

Our Duffield facility is linked to a network of strategically located warehouses in the tri-state region of Virginia, Kentucky and West Virginia, allowing us to expedite parts and consumables deliveries."

Direct, world-class service

Our direct service model is what makes Joy Global unique. The direct collaboration with our customers allows us to work together on innovative solutions to maximize production and lower cost of ownership for Joy and P&H mining products. Our direct service network includes the following:

Tech and field services
Factory-direct service technicians and skilled tradesmen are available to maintain and repair equipment 24/7/365.

Parts delivery
With dedicated regional warehousing and computerized inventory management, Joy Global can get you OEM specification products when you need them, anywhere in the world.

Life Cycle Management (LCM) contracts
Reduce downtime, optimize equipment performance and take the uncertainty out of maintenance and rebuild management.

Machine rebuilds
Joy Global’s team of experts provide world-class service by adhering to strict standards as part of our Flawless Start-up process.

Component Exchange Program (CEP)
Get like-new, remanufactured components incorporating the latest design improvements delivered same- or next-day.

JoySmart solutions
JoySmart Solutions are integrations of our smart connected products and systems, advanced analytics and direct services customized to solve customers’ toughest challenges. It is a solutions-based offering designed to help reduce costs and increase productivity for customers.

The facility began operations in 1981 with 17 employees. As we continued to grow, the facility expanded multiple times, increasing from 36,000 square feet to 90,000 square feet. The additional space allowed us to add manufacturing capabilities to meet our customers’ critical needs.

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Greg Farmer
Duffield Manufacturing Manager

JoyGlobal’s history in Duffield
Our state-of-the-art sales and service center in Duffield, Virginia features expert, experienced employees and a full suite of manufacturing capabilities. Designed using a culture of Operational Excellence and continuous process improvement, the facility is equipped to tackle your most challenging service needs.

Our Center of Excellence (COE) operations offer both OE and remanufactured components (which provide same-as-new performance and reliability at a fraction of the cost of new parts). In addition, with our direct customer-to-manufacturer model, we can provide more options and greater flexibility during the manufacture or remanufacture process. The results are extended durability, maximum productivity and lowest cost per ton for your equipment.

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Manufacturing
The Duffield COE is a full service manufacturing facility that runs three shifts of disassembly, assembly, component fabrication, welding and machining operations. Our capabilities include repair and remanufacturing of gearcase cutter drums; rebuild of continuous miners, roof bolters, etc.; rebuild of complete longwall faces; and new manufacture/ remanufacture of service exchange assemblies.

Welding and fabrication
The 14,000 sq. ft. fabrication department can handle all your welding and fabrication requirements.
• 100% staffed with AWS D1.1-certified welders
• Kokie Aronson Ransome welding positioners with up to 18,000 lb. load torque capacity
• Esab CNC plasma and torch cutter with a Sabre SXE cutting system
• York 4-14ET line boring machine
• Overhead bridge cranes with 20-ton lift capabilities

Electrical assembly
Our facility includes a 6,800 sq. ft. electrical disassembly and assembly department.

Machining
The 8,500 sq. ft. machine shop features:
• 5-inch Cincinnati-Gilbert horizontal boring mills with 15,000 lbs table capacity
• 6-inch Cincinnati-Gilbert horizontal boring mill with 40,000 lbs table capacity
• Kearney and Trecker CNC machining center
• 46” Buford Dyn-Au-Tape CNC vertical turning lathe
• Boretech bore welding equipment
• Overhead bridge cranes with 10-ton lift capabilities

Inspection
Our processes include internal inspections and verifications to ensure flawless start-ups, exit audits for final quality inspections and commissioning audits. Inspection and verification equipment includes:
• Sheffield Giddings and Lewis Cordax RS-670 CMM, used to check alignment, angle, angularity, parallelism, perpendicularity, form, diameter and concentricity
• Magnaflux H600 particle detection
• Vibratory analysis

Painting, wash and blast
Our 3,800 sq. ft. shotblast / sandblast / paint booth area includes:
• Stingray clamshell parts washer

Warehouse
The 11,500 sq. ft. warehouse features the following services:
• On-call parts and delivery services 24/7, 365 days a year
• On-site delivery services available