

At Frewitt, it is our commitment to deliver quality machines that meet and exceed our customers' expectations. But beyond that, we make it our mission to support our customers throughout the entire sales process (quotation, engineering, delivery, commissioning and process optimization). Discover below our interview of one of them.

How did you first hear or learn about Frewitt?

We were at Supply Side West trade show and stopped at your booth.

Why did you choose to purchase from Frewitt (ie: what are the features, benefits or advantages to use our machine)?

Frewitt offers equipment that is well built and will be able to withstand the rigors of a pilot plant that will be processing numerous substrates. The size of your equipment, and its ability to sustain longer runs was also a factor in our evaluation, and ultimately our decision to go with your equipment. The other advantage we noticed was the attention to detail in the engineering of your equipment - something we were not seeing in your competitors' equipment. Finally, the variety of heads that are available for this lab unit also attracted us to Frewitt. Another important consideration for us is that our plant operates under current good manufacturing practices (cGMP), and by inspecting the equipment, we were confident it would meet those requirements and be easy to clean.

Can you describe how you intend to use it?

The North Carolina Food Innovation Lab (NCFIL)¹ is a plant-based product development and pilot plant facility that focuses on helping our clients develop, manufacture, and launch new products. The wide array of plants, fruits, vegetables, grains, seeds, and rootlets indicates we need milling equipment that will be capable of handling different textures, configurations, and moisture levels. The consumer's desire to have more products that are plant-based will mean we are developing products in a large number of categories, like bakery, beverage, confectionery, prepared meal components, or meat analogues. Flexibility, capability, capacity, and food safety are important attributes to NCFIL.

Where, specifically, will it be installed or used?

The Frewitt equipment will be installed in our Kannapolis, NC pilot plant in the area designated as our milling and blending area.

Who has access to it (ie: just students or also other companies)?

We are a fee for service facility, and we use professionally trained pilot plant personnel to run all of our equipment. Student interns and apprentices will also be afforded an opportunity to learn how to use the equipment under the guidance of our full-time personnel. This equipment will receive considerable exposure to the multiple numbers of companies we work with in our facilities. This will include entrepreneurs (that we will encourage to build in North Carolina) and multinational companies. We will recommend your equipment at larger scale if they need to purchase new equipment for their facilities.

What innovative approaches does the new machine bring to your school?

We are investing in a wide variety of screens, sieves, and other attachments for our mill to give us the ability of mill a wide breadth of particle sizes and shapes. We also see our milling capability as being important to manufacturing flours from

different beans and seeds for inclusion in food products. Finally, we are also looking at some novel methods to prepare a powder prior to milling that will influence the shape of various particulates.

What are/were the biggest challenges during the installation, integration, introduction of the new machine?

Our challenges will be understanding under which circumstances to use which mill head, screens, etc. to give us the results we are after with our clients. We plan to utilize the extensive experience of Frewitt technical personnel to provide us initial direction when faced with some of these challenges.

“The variety of heads that are available for this lab unit also attracted us to Frewitt.”

William R. Aimutis, Ph.D., Executive Director, NC Food Innovation Lab

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