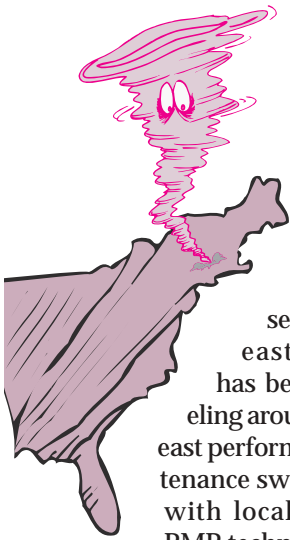


AMADA BANDSAW NEWS

Volume 5 Number 3 ~ December 2003 ~ An Amada Cutting Technologies Publication

Operation Tornado Now Sweeping Through East Coast



ACT's new *Tornado* program kicked off on the East Coast on Oct. 1. Dan Gura, ACT's *Tornado* representative for the eastern region, has been busy traveling around the Northeast performing the maintenance sweep operation with local service and PMP technicians.

Inspect and Correct

Certified service representatives converge on pre-selected customers to perform an exhaustive inspection and correction effort to put clients machines into peak performance for optimal blade life and sawing accuracy.

The program has been well received by customers like Scot Forge, Oliver Steel, Deland Corp., Crucible Steel and Alro, to name a few.

ACT plans to expand this program nationwide during the next 18 to 24 months. For more information on how *Tornado* can help your company, please call (800) 877-4729, info@amadabandsaw.com. O

Recapping Our Accomplishments

By Jeff Hammer



As we close out 2003 and get ready to usher in 2004, we wanted to share with you some of the year's highlights:

Mac Tadokoro named president of ACT

Mac assumed the helm earlier this year after ACT's previous president, Tochi Ichimura, returned to Japan as vice president of Amada Cutting Systems, ACT's parent company. Mac has been with Amada since 1982, joining the company as a service engineer, then service manager and general manager before being promoted to president.

Introduction of HFA700CII

One of the newest members of the Amada bandsaw family, the HFA700CII is ideal for cutting a wide variety of materials. It features a 15-HP motor, a 2-5/8"-wide carbide blade that can achieve cutting rates far superior to conventional bandsaws, and an automatic self-adjusting wire-brush system.

Introduction of SA-90

This high-speed rotary pipe cutter is perfect for cutting tubes and pipes. The SA-90 is suitable for all types of material, including steel, stainless steel, titanium, aluminum, copper and PVC. It provides users with a fully automatic operation, including loading, auto trim cut, production cutting and unloading.

Introduction of CM150AN

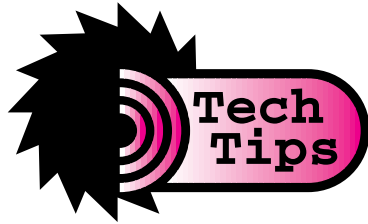
Features an operator-friendly CNC unit specifically designed for metal sawing that eliminates trial-and-error feed-and-speed settings in most sawing applications. The narrow kerf blades, accurate indexing and very short remnant assure the maximum number of usable parts per bar and minimal material scrap.

New certification program

Certifies service representatives in a number of categories, including Electrical, Electronics, Hydraulic, Mechanical, Operation and Cutting Operations. The course work consists of highly technical machine diagnostics. Participants learn to read electrical and hydraulic schematics, analyze flow patterns, and more.

Look for more innovative programs and services from ACT in 2004. This issue, for instance, features a story on *Operation Tornado*, a new ACT program that sends trained technicians to customer sites to do comprehensive machine review and repair.

As always, we welcome your comments and recommendations for future issues. Please call me at (800) 877-4729 or send email to info@amadabandsaw.com. Happy holidays! O



Ben Chang Named Foreign Marketing Manager—Canada



Ben Chang

Ben Chang has been named Foreign Marketing Manager-Canada. Ben's duties include developing the Canadian market, supporting existing distributors and establishing new sales networks. He also provides technical support for distributors and major accounts and will manage key trade shows for ACT.

Prior to joining ACT, Ben spent four years as a senior IT support specialist in the Automation Department at the Federal Reserve Bank in Atlanta. Key responsibilities included maintaining the bank's database, setting up and supervising a local area network, testing new applications, training personnel to use new in-house software and troubleshooting any database and network issues.

From 1993 to 1999, Chang served as an engineer for ACT in the company's Atlanta office. Duties included installing and troubleshooting all product lines, customer relations, fixing machines (including electrical, hydraulic and mechanical problems), and training new personnel.

Chang received a Bachelor of Science degree in mechanical engineering from Dalian Industrial University, Dalian China; and a Master of Science degree in mechanical engineering from Southern Illinois University, Carbondale, IL. Chang is also certified as a Microsoft Certified Database Engineer, Microsoft Certified System Engineer, and Microsoft Certified Professional Plus Internet. O

Situation: How Can I Best Monitor Blade Usage?

Suggestion: As with any tool, blade life depends on proper usage and maintenance. Here are a few scenarios and what you can do:

Situation	Cause	Recommendation
Tooth strippage	Heavy feed pressure Slow speed Wrong pitch blade Work loose in vise Too aggressive feed rate	Follow feed and speed charts
Rough cuts	Excessive feed pressure Incorrect tooth pitch Weak cutting fluid	Follow feed and speed charts Select proper tooth pitch
Dull saw teeth	Improper tooth pitch Excessive speed or feed Hard material Blade on backwards	Select proper tooth pitch Follow feed and speed charts Evaluate material condition Install blade correctly
Blade side wear	Blade guides cracked or scored Low blade tension	Clean, change or adjust guides Calibrate blade tension
Blade breakage	Excessive blade tension Blade rubbing band wheel flange Blade wheel radius too small	Calibrate blade tension Adjust tracking, evaluate bearings Select appropriate blade width



Visit Amada
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Service Corner

OPERATION TORNADO

ACT has recently introduced *Operation Tornado*, a new program that has been a huge success in helping our customers improve their productivity while lowering their maintenance costs (see related newsletter story, *Operation Tornado Now Sweeping Through East Coast*).

In brief, *Operation Tornado* sends a team of Amada-trained technicians to your facility. This is a one-time visit that includes reviewing and repairing all band saw machines. Contact your local ACT sales or service representative to find out more about *Operation Tornado*.

CUSTOM PMP PROGRAM

Our new *Custom PMP* program is also now available to PMP customers. This program offers three levels of PMP Service: Cafeteria Plan, Performance Repair Plan & Standard Plan. The Cafeteria Plan allows you to receive a 12-point inspection in addition to three action items of your choosing. These action items may be changed each visit, depending on your current needs. The Performance Repair Plan provides a pre-set amount of service based on your plan ranking. These hours may be utilized to provide additional repairs to your machine in addition to the complimentary service hours provided by the plan. The Standard Plan offers a modified version of our current PMP Inspection.

Each year you will be given an opportunity to sign up for the plan that best meets your company's requirements. We will continue to provide complimentary service hours and discounts on Amada parts, all based on your plan ranking. If you have any questions about these new programs, please contact your local Sales, Service or PMP Representative or call Amada Cutting Technologies direct at (800) 877-4729. O

Increase Your Productivity with Chipbreaker

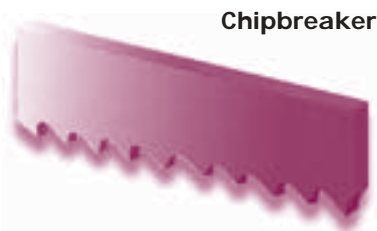
Amada has offered a wide selection of quality blades since the company's inception in 1987. One of these is Chipbreaker.

Key features include:

- Reduced heat generated at increased chip loads
- Prevents scoring on gullet surface
- Reduced chip weld
- Reduced backing fatigue

Key benefits include:

- Higher cutting rates
- Increased blade life
- Reduced tooth stripping
- Reduced blade breakage



To learn more about how Chipbreaker can help your business improve productivity, call (800) 877-4720, or email Rod Milliken at rod@amadabandsaw.com. O

Guy Atwood Appointed Eastern Regional Service/ PMP Manager



Guy Atwood

Guy Atwood is ACT's new Eastern Regional Service/PMP Manager. Guy is responsible for all service and support east of the Mississippi River and is based in Madison, CT, about an hour south of Hartford.

Guy previously spent 13 years with ACT in a number of supervisory positions. From 1986 to 1992 he was a service engineer; key responsibilities included field installation, training and troubleshooting for all bandsaw machines. From 1992 to 1999 he was National Service/Sales Support assistant manager. He supervised and assisted 20 field service engineers and provided sales support to 11 territory sales agents.

Before returning to ACT, Guy served as West Coast sales and service representative for Fairfield, NJ-based Control Screening LLC. He was responsible for sales, installation, training and service of X-ray, metal detection, and explosive/narcotic trace element detection equipment.

Guy also served as an aircraft armament systems specialist in the U.S. Air Force for eight years. He received a Bachelor of Science degree in professional aeronautics from Embry-Riddle Aeronautical University in Daytona, Beach, FL. O

Martin Mendoza Named Western Regional Service/PMP Assistant Manager



Martin Mendoza

This included resolving mechanical, electrical, hydraulic and blade-usage issues. O

Martin Mendoza has been appointed Western Regional Service/PMP Assistant Manager. Martin will be assisting in service coordination, customer and distributor support. He is responsible for assisting Western Region customers and distributors with technical problems and assigning technicians as needed.

Martin joined ACT in 1996, handling customer services duties in the Parts Department. Earlier this year he was appointed Customer Technical Support Representative. Chief duties were assisting and supporting ACT's national service managers, PMP technicians, service technicians and sales representatives, and helping customers with technical and service support.

Dan Gura Joins ACT as Project Support Specialist



Dan Gura

Dan Gura is ACT's new Project Support Specialist. Based in Cleveland, Dan coordinates customer service for Ohio, parts of Illinois and Michigan (including Chicago and Detroit), Indiana and Kentucky. Dan also inspects all bandsaws and schedules PMP technicians to visit customers in need of any repairs and maintenance.

Dan was previously an ACT PMP technician, also based in Cleveland. He serviced Amada customers in Ohio, Pennsylvania and parts of West Virginia. Prior to joining ACT, Dan spent four years with Staples as an outside sales representative. O

New CD Available for SA-90

Amada has just released a new CD that provides detailed information and specifications for the new SA-90, a high-speed rotary pipe cutter, ideal for cutting tubes and pipes.

The pipe cutter is suitable for all types of material, including steel, stainless steel, titanium, aluminum, copper and PVC.

For more information, please call (800) 877-4729, www.amadabandsaw.com. O

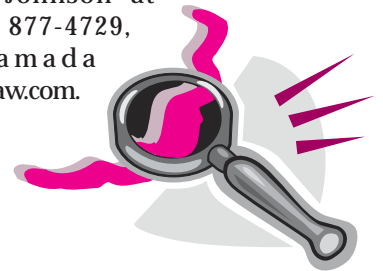


Don't Put It Off!

Now is the right time to take a close look at your Amada bandsaw. Machines that are not properly maintained waste time and money, and in today's competitive market, that could mean lost customers and expensive down time.

So if you're thinking of taking a machine off line for repairs and maintenance, let Amada help you schedule the service call in advance. We'll also offer you 50 percent off parts (\$5,000 minimum order; offer expires March 31, 2004).

For more information, please call John Johnson at (800) 877-4729, jj@amadabandsaw.com. O



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