

PMP NEWS

PMP News ~ Volume 4 Number 1 ~ March 2002 ~ An Amada Cutting Technologies Publication

Always on the Cutting Edge

By Masahiko Tadokoro



At ACT, we're constantly striving to improve our products and customer service and you'll find plenty of examples in this issue of *PMP News*. We recently launched FieldPro, an innovative business system that utilizes PDAs.

We can now handle service requests faster, and any ACT employee out in the field can access critical information faster and more efficiently.

We have also extended a cost-saving parts and service program that can reduce maintenance and repairs by more than a third if you call or e-mail us with at least a month's notice. ACT continues to form important partnerships with our neighbors to the south — read about Monterrey-based IIRSA-CERO, a leading Mexican distributor and producer of specialty steels.

We also welcome to the ACT family new PMP technicians and sales representatives. PMP Technicians Al Epperson and Brian A. Svenonius have already received rave reviews from our customers; Guy Atwood and Chris Schrenk are helping to generate new business for us in their respective territories.

This issue also includes a *PMP Customer Survey*. Please take a few moments to fill it out and return the postage-paid form to us. Your input is critical and helps us determine how to better serve you.

We always welcome comments and suggestions for future issues. Please call me at (800) 877-4729 or send e-mail to info@amadabandsaw.com. O

FieldPro Helps Manage Service Requests



ACT has launched FieldPro, a new service-oriented business system that uses PDAs to better serve our customers. FieldPro enables ACT employees in all departments (Service, Tech Support, PMP, etc.) to effectively manage service requests, calls, field performance and more.

With tools such as a dispatch board, ACT can maintain critical on-time information, including dispatching service and tracking calls. Other features include PMP agreement maintenance, phone support desktop, trouble shooting database and numerous other features.

Have any questions about your PMP agreement or service request? Call Maria or Linda at (800) 877-4729. They can research your inquiry on our new system and provide you with a quick response. O

ACT Introduces CM100CNC



CM100CNC

CUTTING CAPACITY

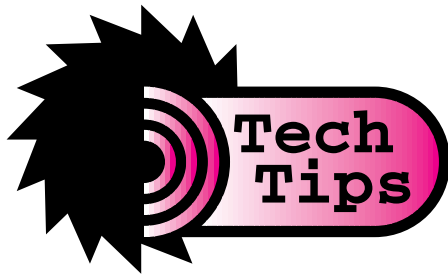
| | |
|-------------------------|--------------------------|
| Square | .787~3.150" |
| Round | .787~4.0" |
| Cutting length | .200~39.369" |
| Remnant length | 2.755" |
| Blade Size | 360mm x 40mm x 2.5mm |
| Blade RPM | 50~150 rpm |
| Blade motor | 11 kw x 6 p |
| Blade RPM control | Inverter |
| Cutting control | CNC control (5 stations) |
| Feed control | AC servo |
| Feed speed | 65 feet/min |

ACT has introduced the Amada CM100CNC. The CM100CNC represents a major breakthrough in metal-cutting technology. It uses a disposable circular carbide blade instead of a conventional bandsaw blade. The CM100CNC can cut all kinds of materials five to 10 times faster and at the lowest cost per square inch of metal removal. It leaves a clean surface finish that seldom requires any secondary operations.

The CM100CNC uses a special pressured misting system that provides an unusually long life without resharping. With a width of only 0.078", the CM100CNC carbide-tipped blades provide maximum cutting life up to 100,000 square inches with minimal kerf loss. The CM100CNC also

uses an automated inclined loading system, allowing the saw to run unattended for hours at a time.

For more information on the CM100CNC, call Amada Cutting Technologies, Inc. at (800) 877-4729. O



Situation: When the machine is set up to cut in AUTOMATIC mode, it finishes cutting the piece, the head rises to the upper position, stays there, but the rear vise won't feed forward.

Suggestion: In most cases, the quick approach arm hasn't closed the upper limit switch. Make sure the quick approach arm block or bolt is depressing the limit switch plunger. If the limit switch plunger is being depressed, then remove the limit switch and inspect it for damage or malfunctions. If damaged or it doesn't operate as specified, contact Amada for a replacement.

If this doesn't work, then inspect the rear limit switch, which could be out of adjustment. If adjusted properly, remove and inspect it. If damaged or it doesn't operate properly, contact Amada for a replacement.

Note: The above only applies to HA model machines, not HFA or CNC. O

Schedule Now And \$ave!

Taking care of your bandsaw now will save you a lot of money in the future. By scheduling parts and service in advance, you can minimize your machine down time.

Call or e-mail us at least 30 days in advance and you'll save 35 percent on parts for your repair (\$2,000 minimum). A poorly running machine wastes time and money, and in today's competitive cutting industry, that could mean customers will go elsewhere.

So let Amada help you schedule that repair in advance and offer you a great discount on parts for not putting it off. Call (800) 877-4729 or e-mail us at info@amadabandsaw.com for more information. O

News from Mexico



IIRSACERO: An ACT Partner



IIRSACERO, S.A., is located in Monterrey and was established in 1956. The company, with 58 employees, is a distributor and producer of specialty steels. In addition to its Monterrey warehouse, IIRSACERO has six regional sales offices located throughout Mexico.

IIRSACERO has been an Amada customer since 1996. According to Alberto Rodriguez, the company's president, Amada's TVM-1560 is used frequently to cut big plates into small flat bars.

"We have stock plates up to 20 feet long," Rodriguez said. "With the TVM-1560, our productivity is up 50 percent and we can easily cut tool, stainless and alloy steels."

Rodriguez added that various cutting conditions can be changed even when the cutting is underway. "The bandsaw is very versatile and has helped us in procuring new business too," he said. O



Meet Guy and Chris

Two manufacturers representatives have recently joined ACT. Guy Atwood, based in Madison, CT, about an hour south of Hartford, is responsible for the six-state New England region. Chris Schrenk, based in Diamond Bar, CA, handles Southern California and Southern Nevada.



Guy Atwood

Guy is no stranger to ACT, having previously spent 13 years with the company in a number of supervisory positions. From 1986 to 1992 he was a service engineer. Duties included field installation, training and troubleshooting for all bandsaw machines. From 1992 to 1999 he was National Service/Sales Support assistant manager. Guy 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 & 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.

Chris comes to ACT from Diamond Saw Works, where he served as Western Regional market manager. Chris's region produced more revenue for the company than any other area in the U.S. in 2000 and 2001.

Chris also served as Pacific Northwest territory manager for Simonds Industries, and was one of the top achievers in the organization. From 1993 to 1996 he

worked for Denver-based Lane Supply Co., a 3M distributor. He was responsible for sales development of industrial accounts in Colorado, Nebraska and Wyoming and doubled sales in the region during his tenure with the company.



Chris Schrenk

Chris studied business management and marketing at Front Range College and Metro State College in Denver.

Have any questions for either Guy or Chris? Contact Guy at (203) 421-4581, Chris at (562) 458-7595. O

New PMP Technicians Aboard!

Al Epperson and Brian A. Svenonius are ACT's newest PMP technicians. Al is based in Post Falls, Idaho, and services customers throughout Oregon and Washington. Brian, located in Elk Grove Village, IL, is responsible for PMP service in Illinois and Indiana.



Al Epperson

Al brings to ACT more than 20 years experience in the bandsaw industry. He owned and operated Coeur d'Alene, Idaho-based Epperson Saws for 13 years. He designed bandsaw blade welders and related assemblies,

served and repaired bandsaws and welders and also sold bandsaws and blades. Al also spent six years as a bandsaw service technician in Seattle for a major bandsaw manufacturer.

Al installed the first AC inverter drive on a bandsaw (the inverter drive makes the drive system smooth and quiet, allowing higher cutting speeds and longer blade life). He has rebuilt over 50 bandsaws and has custom-built

bandsaws for numerous companies, including Boeing.

Although on board only since Nov. 1, Al has already made a positive impression on ACT customers. He recently had to troubleshoot an HFA-400W for a customer. The motor wasn't functioning properly and the downtime was severely affecting productivity. Al quickly diagnosed the problem as an amp meter that was short-circuiting and had the machine up and running within a few hours.



Brian Svenonius

Brian has more than 13 years experience and has performed all types of mechanical and electrical servicing on bandsaws and tube-bending equipment. As a service engineer for Saw-Tech, his responsibilities included maintaining and servicing bandsaw machines, including Amada models. He coordinated service calls, established and maintained preventative maintenance programs, and conducted customer sales and service calls.

Brian also ran his own maintenance organization, maintaining and servicing industrial equipment in the Chicago metro area.

Need to reach either Al or Brian? Contact Al at (360) 921-4242, Brian at (847) 477-3466.

F•O•C•U•S



Western Titanium is a full-service distributor and interme-

mediate manufacturer of titanium mill products. The company, founded in 1991 by Dan Schroeder, who serves as president, supplies titanium mill products to machine shops, fabricators and contractors in various industries such as aerospace, automotive, chemical, medical, oil and gas and semiconductor.

The company currently has 10 Amada bandsaws. One of the models, an HA250, has been running 24 hours a day for eight years running!

Schroeder's big workhorse, however, is the VM2500 with Auto

Index. The Auto-index system is capable of cutting products of nine



different widths simultaneously (standard cutting capacity is H150 x W500 x L2500m). The height of the rigid saw blade guide can

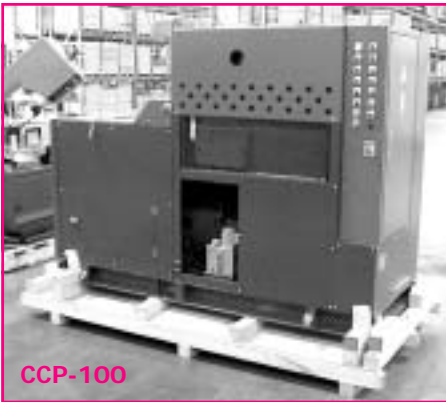
be easily adjusted using the button switch operation.

"We use it for big production jobs such as cutting plate and titanium blocks," Schroeder said. "In today's marketplace, it's important to be more automated. Our set time has been reduced by 80 percent since we started using the VM 2500 with Auto Index. In addition, the cuts are more accurate and we can easily make 20 identical parts."



Chip Compactor Helps AMRO Fabricating Improve Productivity

South El Monte, Calif.-based AMRO Fabricating, established in 1977, is a leading manufacturer of aluminum Isogrid and Orthogrid skin panels used in the construction of space-launch vehicles, rocket-propellant tanks and payload fairings. The company fabricates panels for the Atlas 5 and Delta 4 rockets, as well as tooling, mechanical equipment and ground-support equipment, and machines and welds metal alloys such as aluminum, magnesium, stainless steel, Inconel and Invar. Customers include Aerojet, Boeing, Hughes Space & Communications, Lockheed-Martin, Northrop Grumman and TRW Space and Technology.



CCP-100



Chip compactor specifications

| Items | CCP-65H | CCP-100H |
|---------------------------|-----------------------------|--------------------------------------|
| Suitable Materials | Aluminum, Mild Steels | Cast Iron, Copper, Bronze, Stainless |
| Suitable Material shapes | Sawed chips, Ground powders | |
| Press power (kN) | 637kN=65 tons | 999kN=100 tons |
| Packet DIA. (inch) | 3.5 | 2.75 or 3.15 |
| Compression pressure(Mpa) | 102Mpa=14300psi | 263Mpa=36900psi or 200Mpa=28100psi |
| Hopper capacity(gal) | 26.4 | |
| 1 cycle time(sec) | 19 (approx) | 30 (approx) |
| Hydraulic motor(kw x p) | 5.5 x 4 | |
| Screw motor(kw x p) | Vertical: 0.75 x 4 | Horizontal: 0.4 x 4 |
| Supply power | AC200/220 60Hz 3Phase | |
| Power requirements(kw) | 8 | |
| Machine size(inch) | 37.4(w) x 85(L) x 81.4(h) | |
| Machine weight(lb) | 4000 | 4133 |

Periodic replacement parts

| Item | Type & Make | Replacement period |
|-----------------------|---------------------------|--------------------|
| Top tip | Amada | 1 year |
| Hopper | Amada | 1 year |
| Cylinder sleeve | Amada | 1 year |
| Vertical screw | Amada | 2 year |
| TAC bearing (V screw) | N.S.K. 35TACTUBESUC 0PHTE | 2 year |
| Bearing (V screw) | NTN 6909Z7 x 2pcs | 2 year |
| Dust seal (V screw) | Kayo HMSA457212 | 2 year |
| Bearing (H screw) | NTN UCF-305 | 2 year |
| Return filter | SMC FHBAN09P020WR | 1 year |
| Gate plate | Amada | 2 year |

*Parts replacement period is based on 8 hours/day running time.
1 year usage = approx. 200,000 shots.

According to Steven M. Riley, a company vice president, AMRO Fabricating began looking around for a chip compactor that could process excess aluminum. Amada's CCP-100, which meets all ISO 14000 regulations, was selected.

"The chip compactor is processing about 250 pounds of aluminum each day for us," Riley said. "It's easy to use — we just turn it on and leave it alone."

Riley added that the ROI is about 30 percent higher than wet chips, which can blow and fly into the air. The CCP-100 churns out briquettes about 22 times smaller than the weight of the chips.

When fully utilized, the CCP-100 has a chip production rate of 132.4 gallons per hour. Processing rate is about 2 pounds per minute, 135.6 gallons per hour.

Customers such as AMRO Fabricating can also save on coolant costs. The CCP-100 has a coolant cost recovery of \$1,318.41 per month. Actual coolant recovery is 1,448.8 gallons per month.

For more information on Amada's chip compactor and how it can help increase productivity for your business, please call (800) 877-4729. O

Eastern Area Updates



Scott Thomas

Independent Service Engineer Scott Thomas services Amada bandsaws in northeastern Ohio, western Pennsylvania and western New York. Scott is based in Columbia Station, OH. He started servicing bandsaws in 1993 and has over 400 customers. Scott works closely with ACT Independent Sales Representative Chuck Cury.

Last year Scott traveled more than 45,000 miles, logged more than 2,700 service hours and visited an average of 2.36 customers per day.

Most of his service calls are handled within 24 hours. Want to contact Scott? Call him at (440) 236-3529. O

AMADA TRADE SHOWS

WESTEC®
ADVANCED PRODUCTIVITY EXPOSITION

WESTEC 2002

Los Angeles
Convention Center
March 18-21
Booth #2513
Los Angeles, CA

HOUSTEX®
ADVANCED PRODUCTIVITY EXPOSITION

HOUSTEX

George R. Brown
Convention Center
April 9-11
Booth #543
Houston, TX

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Your input is important to us. Please take a few moments to complete the survey below. Just tear off the postage-paid reply card, tape it shut and mail it back to ACT. Thank you!

PMP CUSTOMER SURVEY

Customer Name _____ Acct. # _____ Loc _____

Contract #: B _____ Contact _____ Phone (_____) _____

PMP Technician _____

1. Are our PMP Reports easy to understand? Yes No

If no, explain why _____

2. Are PMP inspections completed timely? Yes No

If no, explain why _____

3. Are you receiving the number of yearly inspections as stated on your agreement? Yes No

If no, explain why _____

4. A.) Are our Techs scheduling visits or are they showing up unannounced? Yes No

B.) Is showing up unannounced acceptable? Yes No

5. Are Techs wiping down your machine(s)? Yes No

6. On a scale from 1 to 5, 1 being good and 5 being poor, how would you rate the following:

| | 1 | 2 | 3 | 4 | 5 |
|-------------------------------|---|---|---|---|---|
| Tech's Overall Mach knowledge | | | | | |
| Tech's Overall Performance | | | | | |
| PMP Customer Service | | | | | |
| PMP Program (overall) | | | | | |

7. What would you like to see change to better our service? _____

FOR ACT USE

Notes _____

Survey done by _____ Date _____

Survey Forwarded to _____ on(date) _____ for follow up.

Follow up:

Customer contacted on (date) _____ Contact _____

Follow-up Notes _____

Effective April 1, 2002, all new PMP contracts will increase to 35%. There will be no other discounts; everyone contracting with the PMP program will be at the same rate.

In order to serve our PMP customers better in a time of a slow, but recovering economy, Amada Cutting Technologies has revised the PMP discount schedule.

Rather than a stratified schedule for discounts based on different blade usage amounts, ACT is simplifying and creating a discount program that will benefit more users and encourage our valued customers to use Amada blades.

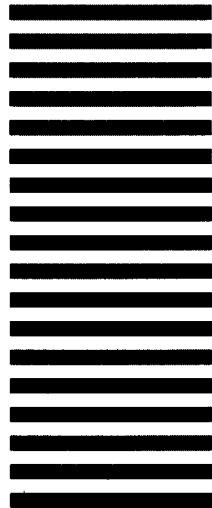
NEW PMP DISCOUNT!

Beginning April 1, 2002

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