

PMP NEWS

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Our Customers Expect a Lot!



**Toshi Ichimura,
President,
Amada Cutting
Technologies,
Inc.**

Our PMP customers expect a lot from us, paramount of which is quality customer service and cost-effective programs that help enhance their business. This issue of *PMP News* contains a lot of useful information that helps reinforce these core values.

Our "Tech Tips" column provides informative answers to commonly asked product and service questions. A handy PMP procedures "check list" itemizes key inspection procedures you can expect when a PMP technician visits your facility. Another story focuses on our new "Band Saw Gallery Version 2.0" and how it can benefit your company.

This issue's "Applications" feature focuses on the Earle M. Jorgensen Co. and how they are utilizing Amada's CTB400 band saw. Earle M. Jorgensen Co. is one of the country's largest independent metal distributors. Read how the CTB400 has not only improved productivity, but also opened up new sources of revenue for the company, which has annual sales of just under \$1 billion.

As always, I welcome any suggestions or story ideas you have. Please send your inquiries to info@amada-bandsaw.com.

Amada Releases Band Saw Gallery, Version 2.0



Amada's new CD-ROM, "Band Saw Gallery, Version 2.0" is now available to PMP customers nationwide. The CD-ROM features the next generation of bandsaw technology.

Minimum system requirements to view the CD include: Microsoft Windows 95, 98 or NT 4.0, 32 MB of RAM, Intel Pentium processor 233 MHz or higher, resolution 640 x 480 or higher, and 256 color or higher.

The interactive CD features icons for New Products, Machine Gallery, Blade Gallery, Utilities and a comprehensive Map. The Utilities section, for example, is divided into 10 fully illustrated areas: Financial Plan, Cut Chart, Blade Selector, Screen Saver, ACT Web link, PMP, Contact Info, Free Flyer, Free CD and Free Blade Test.

Click on "PMP," for example, and you can register for various PMP programs. There is also a "PMP in Action" streaming video showing how PMP technicians service customers. "Inspection Points" provides a graphical view of the 20-point inspection program. "Financial Plan" offers helpful information on how you can finance your band saw, discusses leasing benefits such as improved cash flow, tax savings and increased productivity.

A narrator provides brief commentary on all product features and specifications.

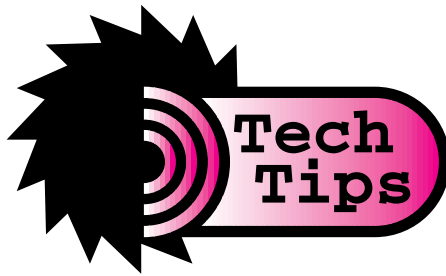
"This latest CD-ROM will be invaluable to our PMP customers," said Mac Tadokoro, ACT's engineering general manager. "You can link to our Web site, use the Cut Chart, even take a free blade test."

If you would like to receive a free CD, call (800) 877-4SAW, send a fax to (714) 670-2017, or log on to <http://www.actengineering.com>.



Learning More to Serve You Better!

PMP technicians receive ongoing training in order to more effectively service customers.



TIP 1

Situation: On the HA-250 series machines, the blade raises too far above the material in automatic operation.

Solution: Turn off power at main disconnect. Open lower electric panel and look for Timer "T1." Record the current setting, then lower this setting slightly and test. Repeat this procedure until the height is satisfactory. If the problem persists, return timer to original setting and contact your local Authorized Amada Service representative.

TIP 2

Situation: Models with Run-Out Detectors, reading on Run-Out Detector display fluctuates excessively during cutting.

Solution: Inspect area around Run-Out Detector bearing, clean if needed. Inspect bearing for wear, or flat spots, replace if necessary. Also, the wire brush may need adjusting to keep chips from affecting Run-Out Detector readings. If the problem persists, contact your local Authorized Amada Service representative.

TIP 3

Situation: Shuttle vise slowly moves forward by itself.

Solution: Remove the side cover located on the left rear side of the machine if looking at it from the front. Locate the top solenoid valve and replace it. Most likely the solenoid valve is slowly leaking, causing the shuttle to creep forward.

TIP 4

Situation: Head drifts down by itself.

Solution: Depending on the machine model, locate the check valve. This is usually located in the hydraulic manifold area. Refer to the Parts Manual and replace the Teflon seat "O" ring.

TIP 5

Situation: In AUTO operation after finishing a cut, the head remains running in the lower position and rises.

Solution: Make sure the lower limit switch is activated. If not, adjust the bolt that depresses the limit switch plunger until it clicks. Also make sure the rear limit switch is activating. If not, adjust or inspect to ensure it isn't defective. ⚙️

PMP Inspection Procedures Are Comprehensive & Help Customers



PMP representatives are ready to handle your service needs.

Your independent PMP representative follows a number of guidelines and procedures that are designed to ensure you receive the best possible service. Here are some of the inspection procedures he must adhere to:

- General Appearance – Check for missing covers, missing bolts, damaged covers, machine not supported properly or fluid leaking from machine. Listen for abnormal sounds, excessive heat or other items of concern.
- Transmission Oil, Hydraulic Oil, Cutting Fluid Levels – Visually inspect sight glass, write on report percent visible using 0% as low mark; 100% as high mark. Anything below 75% should be circled "Add."
- Hydraulic System Pressure – Check pressure and write down pressure using PSI reading.
- Guide Roller Condition – Circle "OK" if roller bearing and/or carbide backup is in good physical condition and in the correct position.
- Cutting Fluid Flow – Circle "OK" if cutting fluid flow is sufficient.
- Blade Tracking – Check and measure gap.
- Blade Angle – Check blade angle using dial indicator.
- Blade Squareness – Inspect and circle "OK" if squareness is within .001" per inch tolerance.
- Blade Tension – Install tension gauge on blade and write setting in space provided.
- Wire Bristle Condition – Visually inspect wire brush.
- Blade Wheel Play – Check for excessive play.
- Blade Wheel Face & Flange – Measure wheel flange and depth of grooves (when applicable) and write on report.
- Blade Guide Condition – Inspect, write down maximum taper and percentage of wear.
- Drive Belt Condition – Visually inspect and check for cracks and excessive wear.
- Blade Speed Accuracy – Check with tachometer, write down +/- measurement.
- Cutting Fluid Concentration – Check coolant.
- Length Calibration – Measure three pieces from machine, write maximum/minimum difference from preset length.
- Hydraulic Pump Condition – Listen for any abnormal sounds.
- Cutting Fluid Tank Cleanup – Indicate if cutting fluid was removed and if tank was cleaned.
- Machine Exterior Chip Removal – Indicate if exterior of machine was cleaned of chips and debris.
- Machine Exterior Wiped Down – Indicate if exterior was wiped down. ⚙️



Bandsaw Opening Up New Markets for EMJ

The Earle M. Jorgensen Co. (EMJ), located in Brea, CA, about 35 miles south of Los Angeles, is one of the largest independent metal distributors nationwide. The company's 1,900 employees service more than 45,000 customers from a network of 29 service centers. EMJ distributes a full line of metal products, and its customer base includes aerospace, defense, automotive, chemical, computer and electronic equipment, surgical and medical instruments, and a variety of special machinery. Sales last year were \$915.8 million.

The firm's Hayward District Branch in Hayward, CA, about 25 miles southeast of San Francisco, has 53 employees. According to Clay Richey, EMJ's manager of plant operations, the branch has a large and diverse customer base primarily from the computer and electronics industry in Silicon Valley, food processing clients in the San Joaquin Valley, and oil refineries in Alameda and Contra Costa Counties (comprising the eastern portion of the San Francisco Bay Area).

But while business has been good, EMJ District Manager Rich Kramer is always looking for potential sources of new revenue. He and Mel

Smith, EMJ assistant manager of plant operations, extensively researched bandsaws from a number of manufacturers.

"We were starting to get backlogged and it was taking us longer to cut materials for customers," Kramer said. "We needed to find a bandsaw that was faster and could provide us with the tighter tolerances our customers require." Enter Saw Service of America, one of the leading North American dealers for Amada Cutting Technologies. Sandy Young, the company's Northern California regional manager, recommended that EMJ try Amada's CTB400 CNC bandsaw, specially designed for high-volume production. The bandsaw easily handles aerospace alloys, works with tough materials such as titanium, and can achieve cutting rates up to

three to five times faster on difficult to cut materials, and with surface finishes up to 80 RMS or better.

The first CTB400 was installed at the EMJ Hayward facility in January 2000. A few weeks later, EMJ added a second bandsaw. EMJ also opted to purchase Amada's new automatic conveyor system and tables to complement the two new CTB400s.

"With the conveyor we can load up to two different jobs," Richey said. "If we have a job for 'X' amount of bars, for instance, we simply load it up and



EMJ operators find the CTB400 user friendly.

can feed and cut with no problem. Previously, if we put a second bar through, we had to manually load it and first take the bar off a crane. Now I don't have to have someone standing there. We have literally doubled our productivity with this system."

The two CTB400s are now placed side-by-side in an 80,000-square-foot warehouse. The bandsaws cut 300- and 400-series stainless, carbon, alloy and aluminum bars from three inches to 13 inches in diameter, in two shifts, from 6 a.m. to 1 a.m., Monday through Friday.

"The CTB400s have given us the ability to process jobs that we couldn't do before, such as cutting large-diameter materials down to very thin pieces to tolerances we could not previously hold," Richey said. "This has opened up an entire new market for us because we

previously had to send these types of projects to outside vendors for processing."

Smith added that accidental material drops are minimized because the index vises hold the material secure, and the outboard vice works in unison with the index vise to move the cut part and raw material away from the blade when the band is retracted out of the cut.

Customer feedback has been positive. Cut tolerances are so precise with the CTB400 that a few EMJ customers have joked that the machining is already done.

"With surface finishes in the range of 80 RMS, customers don't have to do as much machining – the cuts are flat and more parallel," Kramer said. "We can now handle specialized aluminum jobs.

We just finished a project for a NASCAR hub manufacturer providing saw tolerances that were about three times better than what we were able to do before. We're participating in a broader market now because the CTB400 cuts so much faster and more accurately."

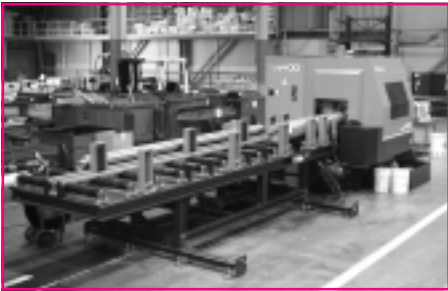
"The CTB400 allows us to reduce our scrap piece size," Richey said. "With 11" round stainless, for instance, once we got down to five-inch lengths, we would have to cut them out. Now we can go down to almost two inches before we have to cut out the balance. In addition, with tighter tolerances we have reduced our customers' machine time, which translates into savings and higher productivity for them."

EMJ operators find the CTB400 "user friendly" because the CNC control panel is dependable and easy to program. Blade-speed and head-feed pressure decrease on entry and exit of the cut (ramping up and down like a CNC lathe or mill), ensuring high accuracy and longer blade life. The metal band is fully supported with carbide teeth, and the linear machine bearings provide the saw head with vibration-free travel, accuracy, and long life.

"I'm very impressed with the mechanics and ease of use," Smith said. "We can store cutting speed and feed for all types and grades of materials in the computer and these parameters can be recalled at any time for future orders of the same material. The CTB400

(Please turn to page 4.)

RT Conveyor Improves Productivity



The RT conveyor can load up to two different jobs which increases productivity.

Amada's new RT conveyor is designed to work with the CTB400, HFA400CNC and HFA500CNC. The conveyor has two lanes and operators can program the number of pieces and material lengths for each lane and also select if they want continuous cutting.

When the bandsaw finishes cutting a job for a particular lane, the bandsaw signals to the RT conveyor to begin processing materials from the next open lane. Once the machine completes a project, the operator simply unloads the material out of the conveyor and loads the next set of materials according to whatever program is inputted.

The RT conveyor has quickly proven very popular with customers because it speeds up production – continuous cutting means less downtime and faster delivery. ⚙

Meet Rosa Franco!



Rosa Franco is our newest addition to the Blade Order Desk. Rosa brings to ACT more than 13 years of customer service experience and was previously with Sanyo Fisher. Rosa has worked on international accounts and is fluent in Spanish.

Rosa is ready to assist you in placing orders, blade selection, product pricing, delivery information and will provide follow-up on purchase orders. If a return is required, she'll issue you an RA number and advise which weld center to ship the product to.

Got any questions for Rosa? Call her at (800) 877-4SAW or fax your inquiry to (800) 995-4659. ⚙

EMJ, continued from page 3.

is quiet and the beam strength is better than what I've seen with other bandsaw models."

EMJ may order additional CTB400s at other plants in the near future. In the meantime, Kramer said the bandsaws have not only improved productivity, but have created a new source of revenue for the Hayward facility. He expects the payback period to be less than a year.

"The CTB400s are allowing us up to meet our customers' demanding delivery schedules," Kramer said. "They are superior to any other bandsaw we have." ⚙

AMADA TRADE SHOW SCHEDULE

IMTS 2000

International Mfg. Technology Show
Sept. 6-13
McCormick Place, Chicago, IL

SCE&C 2000

Service Center Expo & Conf. Int'l. 2000
Dec. 5-7, Rosemont Conv. Center
Rosemont, IL

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F•O•C•U•S



SAW SERVICE OF AMERICA

METAL CUTTING MACHINES • GRINDING EQUIPMENT
SUPPLIES • REPAIR • SERVICE

Saw Service of America (<http://www.sawservice.com>) has been working with Amada for over a decade. Founded in 1978 by Lynn and Roger Gesner, the Pico Rivera, CA-based company is an industrial supply distributor specializing in metal cutting machines and blades.

Saw Service distributes Amada's blades and machines throughout California and Nevada. According to Jim Gesner, vice president of sales, his company also serves as Amada's West Coast weld center.

"We weld to length blades for Amada's other distributors west of the Mississippi," Gesner said. "It provides their customers local access to weld to length saw blades and reduces both manufacturing and shipping times for product delivery."

As a weld-center partner, Saw Service helps Amada support and deliver products to customers quickly and efficiently. Gesner added that the PMP program helps his company increase its business because they can lock in customers for blades by providing them with PMP service.

Saw Service currently has 22 employees statewide. The company maintains a second office in Hayward, about 25 miles southeast of San Francisco.

**Editor's Note: Each issue of PMP News features an ACT distributor. If you would like your company to be considered, please e-mail us at info@amadabandsaw.com or send a fax to (714) 670-2017. ⚙*