

PMP NEWS

PMP News ~ Volume 1 Number 1 ~ August 1999 ~ An Amada Cutting Technologies Publication

PMP News Debuts



Toshi Ichimura, President
Amada Cutting Technologies, Inc.

Welcome to the inaugural issue of *PMP News*, published by Amada Cutting Technologies, Inc. (ACT). *PMP News* will be published three times a year and is dedicated to providing useful and practical information to our PMP customer base.

Each issue will contain product announcements, updates, upgrades or new versions, a handy "Tech Tips" column, a profile on a PMP customer, trade show schedules, and applications.

We encourage you to submit to us any ideas you have for future stories. Write to us at:

Editor
PMP News

Amada Cutting Technologies, Inc.
14849 E. Northam St.
La Mirada, CA 90638

You may also e-mail suggestions to:
info@amadabandsaw.com.

New Web Site Offers Virtual Test Cut Room and More

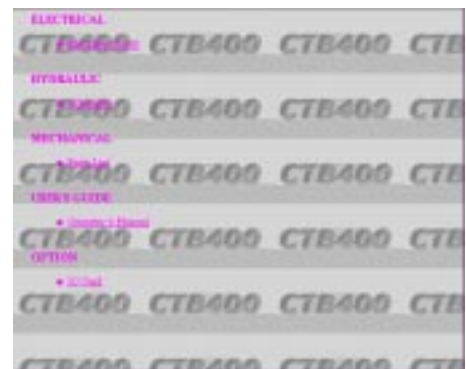


PM customers should immediately log on to <http://www.actengineering.com>.

The new ACT Web site offers a wealth of information. In addition to the Home Page, there are navigable sections for ACT News, Online Order, Register, and Warranty. A Specifications feature offers a comprehensive pull-down menu with detailed information on every Amada bandsaw and blade, and informative schematics. Scroll down to the HA500, for example, and you get a complete list of features and statistics: bundle size, feeding length, allowable load, blade size, blade twist angle, machine height, and more. Each capsule description of the various Amada blades provides current specifications and application illustrations.

Register online and you can access the **Members Only** area of the Web site, which
(Please turn to page 6.)

Product Manuals Online



PMP Prevents Machine Downtime

The PMP program was launched in 1990. Within the first year, about 10 percent of the ACT customer base had signed up for the program. Nine years later, an overwhelming majority of customers nationwide have joined.

So why is the PMP program such a success? In a word — customer satisfaction. PMP prevents machine downtime with an exhaustive 20-point inspection program (see illustration). It helps extend blade life. Both of these translate into increased productivity and reduced costs.

Today, the PMP program offers customers four different programs:

PLATINUM

Requiring an Amada blade purchase of \$2,000 per month or more, it provides one year of service on Amada bandsaws, limited to two hours per month. It also includes free inspection on bandsaws of other manufacturers (limited to four times per year) for one year, and a 25-percent discount on Amada parts for one year.

GOLD

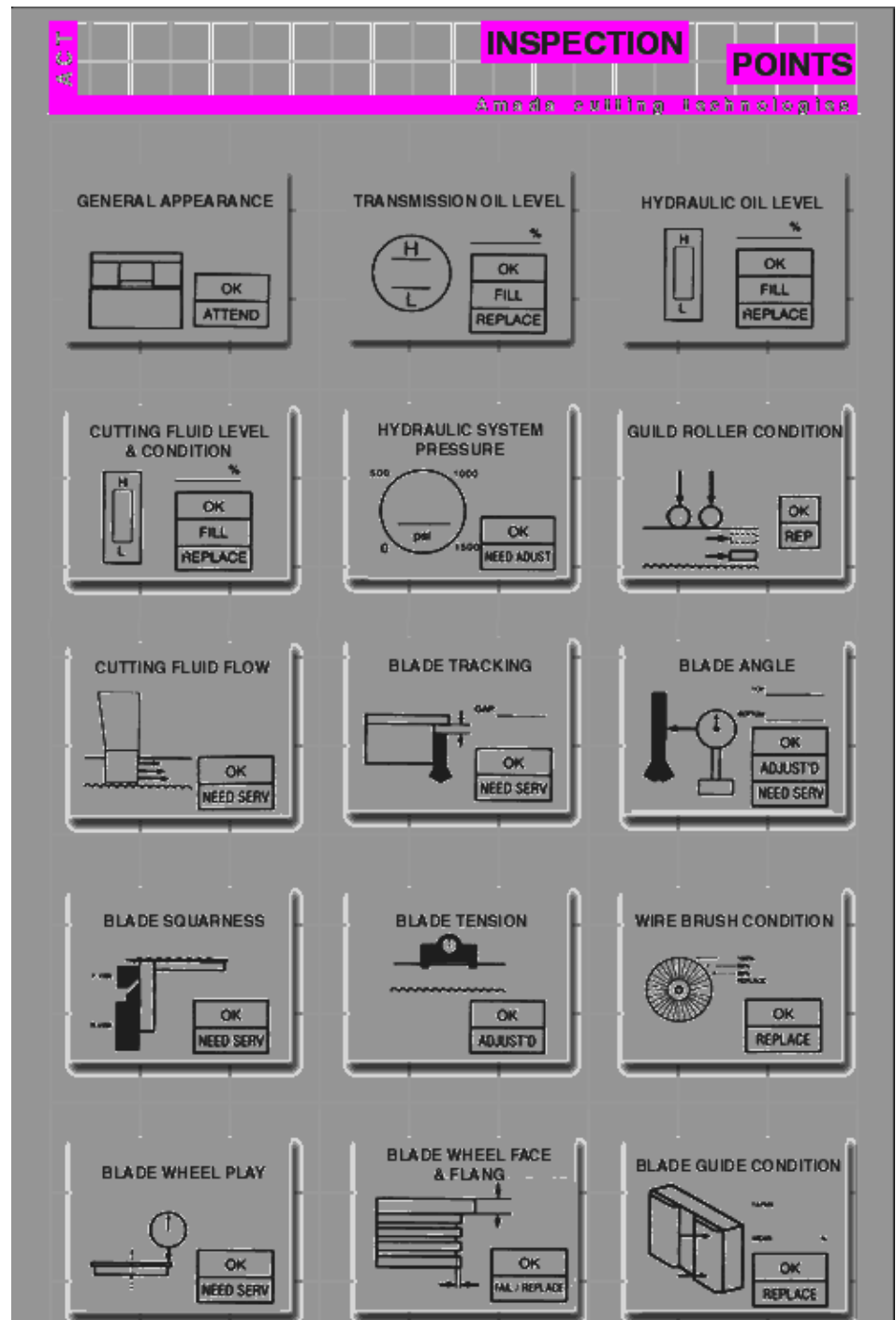
For customers making Amada blade purchases of \$1,000 to \$1,999 per month. Key elements: one-year free service on Amada bandsaws, limited to one hour per month; free inspection on bandsaws of other manufacturers (four times per year); and a 15-percent discount on Amada parts for one year.

SILVER

Provides a 10-percent discount on Amada parts for a year with a year of free service on Amada bandsaws (1/2 hour per month). Also includes two free inspections per year on bandsaws from other manufacturers. This program is for customers buying between \$500 and \$999 of Amada blades each month.

BRONZE

Also provides a 10-percent discount on Amada parts for one year, one year of free service (1/3 hour per month), and



a free inspection on bandsaws of other manufacturers, limited to twice yearly. The program is for customers buying between \$200 and \$499 of Amada blades each month.

All of the above programs don't include parts and materials used for repairs, hydraulic oils, lubricants and

cutting fluids, and any special accessories, attachments, tooling or control devices attached to the machine.

Whatever category you choose, you're guaranteed top-quality service from a PMP technician. For more information on which PMP program is ideal for you, call (800) 877-4729. ☺



The PMP Team

From coast-to-coast, the Preventative Maintenance Technician Group works hard to keep your bandsaw machines running smoothly. Their goals and objectives are the same, no matter what state: ensuring that your bandsaws run flawlessly. Machine downtime for you means your business is losing money. So our technicians are ready on a moment's notice to resolve any problems that could result in lower productivity. Here's the PMP team roster:

Luis Alfaro	TX
Pete Bouras	CA
Ecliserio DeSantiago	CA
Wanda Dean	CA
Efrain Galindo	CA
Jim Hansmann	MA
Charlie Newton	IL
Carl Nelson	WI
Bob Nichols	OR
Michael Strange	MI
Larry Tooley	OH

Blade Order Desk Helps Customers Place Orders



Bernadette Manzo heads up the Blade Order Desk, established Oct. 1, 1997. PMP News interviewed Bernadette to learn more about how the Blade Order Desk helps PMP customers:

The Blade Order Desk currently is comprised of four people: a customer service supervisor, two customer service representatives, and myself.

We assist customers in placing orders, blade selection, product pricing, delivery information, and following up on purchase orders. If a return is necessary, we issue RA numbers to the customer and advise which weld center to ship the product to. If a weld center doesn't have enough inventory on a particular item, the customer's order will be rerouted to the closest center.

We only sell direct to distributors. We refer calls from end users to a distributor in their area. My responsibilities as a supervisor include the above, as well as reviewing inventory at our weld centers on a weekly basis, reviewing back-order reports each day, resolving any problems that may arise, and making sure all customer or-

(Please turn to page 6.)

Weld Centers Provide Support to Distributors and Customers



Rod Milliken is in charge of ACT's weld centers. Rod tells PMP News what they are and how they help PMP customers:

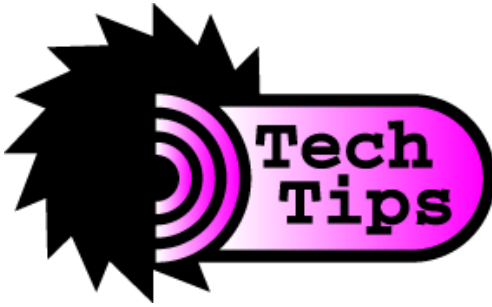
In 1991 it was important for ACT to increase support to all distributors and customers who required welded to length blades. To accomplish this task, Amada entered into partnerships with two distributors to provide welded to length blades to our end-users: Saw Service of America, Pico Rivera, CA; and KMH Supply, Defiance, OH.

This provided our customers local access to weld to length saw blades and greatly reduced both the manufacturing and shipping times for product delivery.

The partnership proved so successful that in 1993 we added a third weld center in Houston, Texas: Hawk Saw Blades. In 1995 a fourth weld center was established with Gateway Industrial Products in St. Louis, MO. A year later, ACT added a fifth weld center in Greer, South Carolina: ACT Southeast Inc.

We now have five weld centers. These weld centers manufacture (process coil stock) saw blades to customer specifications and ship to our customers both regionally and nationwide. This has greatly reduced our delivery time and increased our manufacturing and customer support.

Our weld center partners help us support and deliver products to our customers quickly and efficiently. We continue to review opportunities to increase our service to all of our customers. ⚙



“Tech Tips” provides PMP customers with answers to commonly asked questions. Got a question? Write to us at 14849 E. Northam, La Mirada, CA 90638, fax it to (714) 670-2017, or e-mail to info@amadabandsaw.com.

I'm dragging chips into my cut parts — how do I avoid this?

Make sure the blade brush is adjusted properly to where the outside of the brush is touching the inside of the blade gullet. You should also check to see that there are no chips packing up around the drive and idler wheels. Lastly, make sure you check for proper coolant flow.

What kind of hydraulic fluid does Amada recommend for their machines?

We recommend 32 weight.

What is the difference between a flood system and a misting-type system?

A flood system is for cutting any type of material. It provides more lubricity and less heat. The spray mist system is generally used only for structural or tubing materials.

My machine is cutting out of square. What's causing this?

One of the problems could be is that you're overfeeding the machine, or it could be malfunctioning. If these continue to pose problems, contact your nearest PMP technician.

Why is blade tension so important?

Blade tension is a key factor in blade rigidity. Adequate tension prevents the center of the blade from being deflected to the side, causing a crooked cut. It also prevents the blade from achieving reduced penetration of the teeth in the center of the cut. From a cutting standpoint, the more tension the better. The limiting factor is blade fatigue.

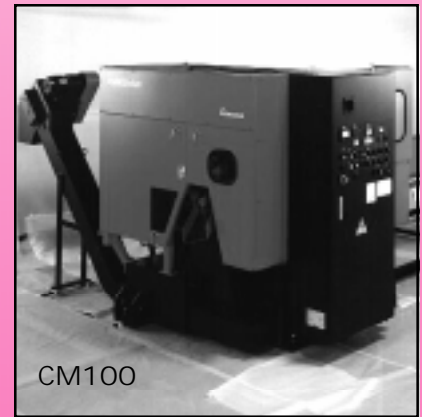
What causes blade vibration?

A blade tooth causes blade vibration as it enters the material. If vibration is allowed to build up, it will affect the blade fatigue life, which might cause the blade to break. To eliminate blade vibration, increase blade tension and/or blade feed rate, change the blade speed or use a different tooth form. If the blade guides are spaced too far apart, the blade will vibrate freely in the cut instead of the vibration being transferred to the sawing machine.

I've noticed cracks in the tooth gullet. What causes this?

It could be a number of factors. Here are some of the more common reasons: 1) Metal fatigue caused by small-diameter wheels and too much band tension; 2) Feed pressure is too high; 3) Idler and/or drive wheel may be misaligned; 4) Blade speed is too fast; 5) Blade tension is too great; 6) Blade is tracking too far from the back of the band wheel. If you're still having problems, contact your nearest PMP technician. ☉

CM100 Carbide Circular Saw Introduced



ACT has introduced the **Amada CM100 Carbide Circular Saw**. The CM100 represents a major breakthrough in metal-cutting technology. It utilizes a disposable circular carbide blade instead of a conventional bandsaw blade. The CM100 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.

Pressured Misting System

The CM100 uses a special pressured misting system that provides an unusually long blade life. With a width of only 0.078", the CM100 carbide-tipped blades provide maximum cutting life up to 100,000 square inches with minimal kerf loss.

Automated Loading System

The CM100 also uses an automated inclined loading system allowing the saw to run unattended for hours at a time.

For more information on the CM100, call Amada Cutting Technologies, Inc. at (714) 670-1704.



Bandsaw Keeps Prices Low at Sawing Service Center

SAWING SERVICE CENTERS must be able to provide fast, efficient and cost-effective service to their customers if they want to stay in business and remain competitive. Houston, TX-based **Metal Cutting Specialists Inc. (MCS)** has done all of this with considerable success since its establishment in 1982. The company has grown to become one of the largest sawing service centers in the U.S., servicing more than 500 customers around the country from its 20,800 square-foot plant, located on 2.5 acres.

Owner Leonard LaNoue has been involved in the manufacturing, marketing and use of bandsaws for 50 years. LaNoue said that customer requirements are unusually demanding in that material sent in for cutting is either at the beginning of production or at the final phase. The majority of orders are processed in one or two days; the plant operates six to seven days a week.

MCS processes materials up to 62" in diameter and does high-production runs of small and large parts, shapes blocks of steel weighing up to 18 tons and has the capacity to split or cut parts to 62" thick by 240" long. One major vertical market is the aircraft industry — MCS cuts titanium, Hastalloy, aluminum, and Inconel 718

in diameters up to 40" for numerous clients throughout the U.S.

"Since fast turnaround is a prime requirement of this business along with precision cutting at prices that haven't changed in 17 years, it's critical that

closer tolerances and faster delivery, we decided to purchase the Amada CTB-400 that would be used with a carbide bandsaw blade primarily on stainless steel bar stock in all sizes to 15" O.D.," LaNoue said. The company currently

has two CTB-400s and recently ordered a third machine.

The CTB-400 CNC bandsaw is specifically designed for high-volume production and can handle everything from aerospace alloys to tough materials such as titanium. It's also very accurate; the CTB-400 is capable of achieving cutting rates up to 3/4 sq. in. min. on Inconel-718, and with surface finishes in the range of 80 RMS on hard-to-



Owner Leonard LaNoue says that MCS uses Amada's CTB-400 CNC bandsaw to cut a variety of materials, including 316 stainless steel.

only the most productive bandsaw machines be used," LaNoue said. "Heavy-

"Heavy-duty equipment with extreme accuracy, high cutting rates, low tool cost and dependability were our key requirements in searching for a suitable bandsaw."

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in searching for a suitable bandsaw." "With an increased demand for

cut stainless grades.

LaNoue added that for many years MCS had used various types of carbide blades, but were never able to get the results they wanted.

"When we ran carbide on the CTB-400, we were amazed with the cutting rates that were at a minimum 400 percent faster than machines using bimetal blades on the same materials," he said. "In addition, our tool costs are now always lower per square inch of material cut than with the bimetal blade."

LaNoue said that the CTB-400 has dramatically increased productivity.

"We're able to hold tolerances at +/- .005, which is amazing. Our customers now expect this kind of accuracy on all parts — they now allow less material for machining that reduces their material costs and speeds up the machining due to lighter cuts," LaNoue said. "They're no longer concerned with part lengths variation that can cause CNC lathes or machining centers to crash."

'The CTB-400 has dramatically increased productivity.'

LaNoue indicated that the CTB-400 is the first bandsaw machine he has seen that is entirely CNC. MCS operators find it very easy to program. Some of the key features that make it productive for MCS include:

- 1) Dependable CNC system which is easily programmed.
- 2) Blade speed and head feed decrease on entry and exit of the cut that ensures accuracy and longer tool life. They ramp up and down just like a CNC lathe or mill.
- 3) The CTB-400's unique design fully supports the metal band with carbide teeth, something LaNoue said is not seen in other bandsaws.
- 4) The saw head travels across linear machine bearings providing for vibration-free movement, accuracy and long life.
- 5) Index vises hold the material secure and the outboard vise 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. Unlike other bandsaws, the blade doesn't make contact with the part while it is backing out for indexing. LaNoue says this unique feature produces a better finish and more important, blade life is greatly improved.
- 6) The saw guides are carbide and automatically set the correct pressure on the blade for complete control of the saw band.
- 7) When the cutting information speed and feed for each type of material is stored in the computer, it can automatically be brought back up for any

future order of the same material grade. This ensures the best operating condition for maximum cutting rate and tool life.

The CTB-400 has enabled MCS to maintain the same prices to their customers that were in effect 17 years ago.

LaNoue said the CTB-400 has enabled MCS to maintain the same prices to their customers that were in effect 17 years ago, even though prices for blades, fixed and variable costs have increased each year.

"It's more important than ever for us to lower our prices to our customers while at the same time providing a better product faster," he said. "Our company is built on service and we do whatever is necessary to accommodate our customers in a very demanding market. The Amada CTB-400 helps us to do this." ☺

Blade Order Desk, continued from page 3.

ders ship within our standard delivery time: two to three business days.

Our customer service department is staffed with three individuals responsible for blade orders, two people handling parts orders, and one person who processes machine orders. This arrangement allows a more personal contact with our customers. By knowing our customers, we are able to better assist them with their needs. Everyone on the Blade Order Desk works directly with all customer accounts and can assist with any call.

We operate from 7:30 a.m. to 5 p.m. PST, Monday through Friday. We have a direct 800 line for our customers to fax orders and another 800 line if customers want to speak to a Blade Order Desk representative. The fax number is 800-995-4659 and the phone number is 800-877-4729. ☺

New Web Site, continued from page one.

has navigable sections entitled Cut Chart, Technical Tips, Q&A and Machine Service Manuals.

The most innovative and interactive feature is the **Virtual Test Cut Room**. It utilizes online 3D and streaming audio and video technology (you'll need to register to access this part of the site and have Shockwave, which you can download for free from the ACT site) to experience using the CTB-400. Viewers can select the material, the material size, the blade and shape, set the parameters and sit back and watch the program. The sound effects emulate a



CTB-400 in operation. The screen also shows the estimated time to cut the material, cut rate, area to be cut, average blade life, blade cost and unit cost/cut.

The Web site also features an extensive **Cut**

Chart. Once you have selected the material (ranging from aluminum alloys to carbon steels to high-speed-tool steels), the material size and blade, the Cut Chart instantly calculates cutting rates and times, and determines how cost-effective your application may be, depending upon the variables you select. ☺

ACT Unveils New Blades

ACT has introduced three new blades! *Protector* offers long blade life and prevents tooth breakage, virtually eliminating excessive tooth stripping. It can withstand the shock of interrupted cuts, allowing for heavier penetration for faster cutting rates. *Protector* utilizes a broaching style set pattern designed to eliminate pinching, which prevents the blade from binding in the cut.

Amada cutting technologies

PROTECTOR

UNIQUE AND INNOVATIVE DESIGN

Longer Blade Life

Prevents tooth breakage, virtually eliminating excessive tooth stripping due to the domino effect when cutting structural materials

Set Design

The broaching style set pattern was designed to eliminate pinching, therefore preventing the blade from binding in the cut

Specification

Blade Size	Pitch
1 1/4" x 0.042"	3/4P
1 1/2" x 0.050"	3/4P-3/4P WS
2" x 0.050"	3/4P-3/4P WS

Faster Cutting Rate

Withstands the shock of interrupted cuts, allowing for heavier penetration for faster cutting rates.

Application

Thanks to special alloying technology, *Magnum Hi Lo* achieves HRC70 tooth hardness. *Magnum Hi-Lo* maintains positive cutting action and outlasts other blades in production cutting of large-diameter, work-hardening steels and nickel-base super alloys with tensile strength of up to 164,000 psi. ☼

Amada cutting technologies

MAGNUM 71

NEW

Tooth hardness

HV1000

Blade Life

3 Times

Engineered for

Difficult-To-Cut Materials

Up to 150% 2in²/min INCONEL
Up to 200% 7in²/min SS 304

M71HSS Bi-Metal

Due to special alloying, hardness of HRC70 has been achieved. This is close to the hardness of carbide but with greater shock resistance

Magnum 71 is ideal for cutting hard metals and has a tooth hardness of HRC70. The blade was created using the latest technological advances in high-strength tooth styles and features sharp wear-resistant edges.



Magnum Hi Lo. Varying Tooth-Height Design, M-42 Bi-Metal Bandsaw Blades

WIDTH	THICKNESS	.75/1	1.1/1.5	2/3	3/4	4/6
1"	0.035			U	U	U
1 1/4"	0.042			U	U	U
1 1/2"	0.050		U	U	U	
2"	0.063	U	U	U		
2 5/8"	0.063	U	U			
3"	0.063	U	U			

Each issue of PMP News will highlight a PMP customer. If you would like your company profiled, please contact us.

Focus On Foster Metal Products

Established in 1983 by George Foster, **Foster Metal Products, Inc.** (<http://www.fostermetal.com>) is one of the largest metal-cutting houses in the U.S. A million pounds of specialty metals a week are sawed to customer specification at the company's 16,000 square-foot facility in Oceanside, CA. There are also 2.5 acres used for storage.



George Foster inspecting some of the various materials for sawing on the 2½-acre storage area adjacent to his shop.

Foster Metal Products processes Inconel, K-Monel, Hastelloy, Waspalloy stainless steels and high-heat, corrosion-resistant steels, plus titanium and aluminum. It's one of the few companies nationwide that can cut single parts weighing more than 30,000 lbs. Sixty percent of its business is with service centers and stainless steel mills; the other 40 percent includes specialty manu-

facturers, primarily aerospace and sporting goods.

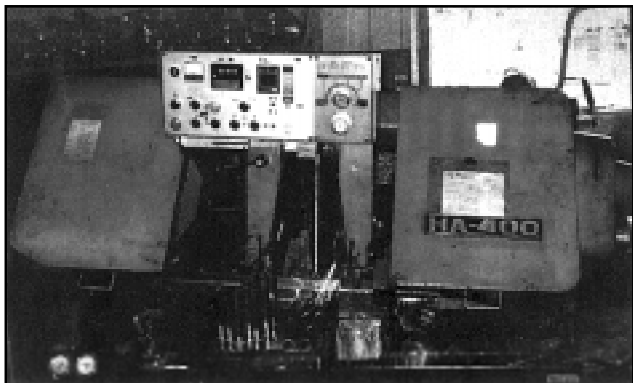
Foster has received a 100-percent performance rating from companies such as

Foster is one of the few companies nationwide that can cut single parts weighing more than 30,000 lbs.

Allegheny Ludlum, Carlton Forge, E.M.J. Metals, Press Forge, Reliance Metal Center, Schlosser Forge and Special Metals. Foster Metal Products has also been certified by Lockheed Martin-Marietta and meets all ISO9000 requirements and standards.

Fifteen Amada plate and horizontal bandsaws operate 24 hours a day, seven days a week.

Fifteen Amada plate and horizontal bandsaws operate 24 hours a day, seven days a week. These also include two CTB-400s that are designed for high-volume cutting of aerospace alloys and other hard materials. Foster uses the CTB-400s to cut exotic metals and steels.



The HA400 horizontal saw in operation.

Foster has received a 100-percent performance rating.

In addition to Foster Metal Products, the company launched last year Foster Sales, which offers value-added consulting services to customers. ⚙

AMADA TRADE SHOW SCHEDULE

CEAR Expo '99
Nashville, TN Oct. 24-27

Detroit '99 Apex
Detroit, MI Nov. 14-16

Fabtech International '99
Chicago, IL Nov. 14-18

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