

PMP NEWS

PMP News ~ Volume 4 Number 2 ~ July 2002 ~ An Amada Cutting Technologies Publication

The Customer Always Comes First

By Masahiko Tadokoro



This issue of *PMP News* has a number of stories we believe you'll find interesting. We have the first set of results in for our *PMP Customer Survey* and we're pleased to report that an overwhelming majority of our valued customers are happy with our program and technicians. But we want to make this as extensive a survey as possible, so you'll note that we're running it again.

If you haven't had an opportunity to fill out the survey form, we ask that you please take a few moments to complete it — your comments are invaluable and help us find even more innovative ways to improve customer service.

We're debuting a new column called *The Cutting Edge*. Similar in scope to our *Tech Tips* column, this feature will provide useful information on Amada blades. The first column provides a comprehensive list of blades and the materials each blade is best suited for cutting.

We also have updated information about Amada's Duos bi-metal band-saw blade. The comprehensive charts display applications, the relationship between pitch and cut width, key features and a product lineup.

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

ACT at IMTS

ACT will once again be exhibiting at IMTS, to be held Sept. 4-11 at McCormick Place in Chicago. Please drop by our booth, #B-7364. We'll have on display the following machines:



- HKB-6050 with Return Conveyor
- CM-75 CNC
- HK-700 CNC/FR
- HFA - CTB
- CCP-100 Chip Compactor

We'll look forward to seeing you at IMTS! O

Return Conveyor

Amada's new return conveyor allows customers to put any type of round bar in a staging area. It easily cuts one bar while putting the second bar into position for the next application. Maximum cut size is 20" diameter; maximum cut length is 20 ft. The return conveyor's dimensions are 20.8'L x 87.8'W x 37.4'H. The comprehensive chart below provides full specifications and illustrations from a number of different angles. O

| RT CONVEYOR SPECIFICATION | | RT CONVEYOR SPECIFICATION | |
|--------------------------------|-------------------------------------|---------------------------|--|
| MODEL: RT-2000 (20' DIA. BAR) | MAXIMUM CUT DIAMETER: 20" (508 mm) | | |
| MAX. CUT LENGTH: 20' (6096 mm) | MAX. CUT SPEED: 1000 RPM (30' DIA.) | | |
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Amada Introduces HFA700II

Amada has unveiled the HFA700II, which includes the following standard functions:

- Shuttle-type automatic feed and standard slide worktable with roller.
- Hydraulically controlled dual-vice clamping system.
- Roller bearing/carbide blade guide system.
- Preset cut-counter with shutoff.
- Infinitely variable blade speeds with L.E.D. digital readout.
- NC control panel (99 jobs set-up).
- Power driven blade cleaning brush.
- Hydraulic blade tension.
- PLC control for all electric and hydraulic functions.
- Split front vise.
- Idler wheel motion detector with blade stalling and breakage shutoff.
- Flushing hose for machine cleaning.
- Multiple index (9 times).
- Automatic work height control and rapid approach.
- Work light.
- Roller stock table 2m long. (6" 5")
- One saw blade (bi-metal M42) ready for use.
- One set of tools.

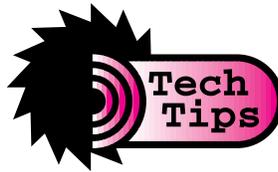
Blade speed for the HFA700II is 15-75 m/min.; capacity is 700 mm; machine weight is 7,000 kg. For more information, please call (800) 877-4729. O

FieldPro Updates

ACT is always researching and developing faster and better ways to service our customers. As we reported in the last issue of *PMP News*, we recently launched FieldPro, a service-oriented business system that uses PDAs.

The response from ACT employees and customers to FieldPro has been very positive. The system now easily maintains important on-time information such as dispatching service and tracking calls.

ACT will soon be rolling out additional FieldPro features that will be highlighted in a future newsletter. For more information, call Maria Manzo at (800) 877-4729 or e-mail her at mjm@amadabandsaw.com. O



Situation: When the machine is set to operate in automatic mode, the blade starts, finishes cutting the material, and after reaching its lower limit, the head raises, passes the material and stops. The blade continues to rotate but there are no more movements.

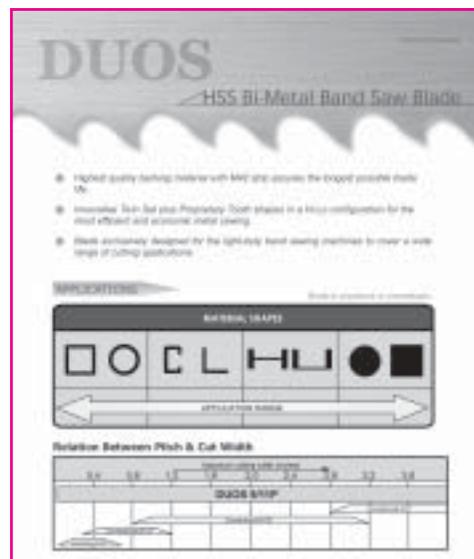
Suggestion: In most cases, this problem can be traced to the rear limit switch on most HA model bandsaw machines. As a rule, every individual must follow the sequence of operation for any machine malfunction. Make sure the head is in its most upper position and both vises are fully open. Place material on machine, clamp front vise, move the rear vise to the forward position, place the Auto/Manual switch to 'Auto' and depress the blade start button. The sequence is outlined below:

- Blade starts
- Head descends in rapid mode
- Rear vise opens
- Rear vise travels backward
- Rear vise reaches its most backward position, activating rear limit switch
- Rear vise closes after 3 seconds
- Fast approach arm makes contact with material
- Head enters in to feed mode
- Blade finishes cutting material
- Head activates lower limit switch
- Head raises
- Fast approach arm lets material activate timer for 3 seconds
- Rear vise travels forward feeding material
- Rear vise activates front limit switch
- Front vise closes

The sequence begins again when the blade starts. At this point, following this sequence, we know that the operation stopped when the rear vise reached its most backward position, activating the rear limit switch. How do we conclude this? Simple.

We know the head is in the upper position and the blade is running, but the machine is stalled at that position. If you look at the rear vise you'll see that it's not clamped. The reason the vise didn't clamp is because the rear limit switch has not been activated. This step is necessary in order for the vise to clamp and for the machine to continue its sequence of operation.

So whenever there is an operational issue with a machine, regardless of the model, just follow the sequence of operation very closely, make notes, and you'll easily resolve the problem. O



Duos Bi-Metal Blade Provides Unprecedented Cutting Range

Amada's Duos bi-metal bandsaw blade can be used for a wide variety of cutting applications. Duos also increases productivity — operators don't have to change blades as often and inventory control is simplified. Duos provides the same cutting performance when cutting solid round steel as with a conventional 5/7 pitch blade. For more information on Duos, check

out the adjacent graphic; also call (800) 877-4729 for more information. O

PMP Customer Survey Results

Thanks to all the respondents who took the time to answer our customer survey. We're including the customer survey form again to give additional customers an opportunity to voice their opinions. Here is the first round of results:

- Are our PMP reports easy to understand? 59-Yes; 4-No
- Are PMP inspections completed timely? 46-Yes; 5-No
- Are you receiving the number of year inspections as stated on your agreement? 43-Yes; 14-No
- Are our techs scheduling visits or are they showing up unannounced? 43-Yes; 5-No
- Is showing up unannounced acceptable? 27-Yes; 14-No
- Are techs wiping down your machine(s)? 36-Yes; 13-No

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 | 38 | 17 | 4 | 4 | 3 |
| Tech's Overall Performance | 39 | 13 | 6 | 4 | 3 |
| PMP Customer Service | 38 | 9 | 11 | 3 | 4 |
| PMP Program (overall) | 35 | 16 | 6 | 3 | 4 |

Top 3 suggestions:

1. No changes needed
2. Improve parts availability
3. Increase accruals O



Amada Introduces Chipbreaker

Amada has unveiled Chipbreaker, a state-of-the-art blade that is ideal for cutting a wide variety of materials, including light structural steel, structural steel; mild, die, tool and stainless steels; bundle cuts and nickel alloy. 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

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

Area Updates



Efrain Galindo

Efrain Galindo and Wayne Eckcart are two of ACT's busiest PMP technicians. Efrain inspects Amada bandsaws in Southern California, averaging more than 1,300 hours of service each year. He also goes out of the way to help whenever needed with installations and service both regionally and nationally.



Wayne Eckcart

Wayne provides service to ACT customers in Delaware, New Jersey and eastern Pennsylvania. He spent 25 years with Owens-Illinois and Anchor Hocking. Wayne currently services 248 ACT customers. O

New Services From ACT

ACT can now provide your company with an historical report that reflects your activity for just about any time period — a week, a month or year-to-date. Interested in just one item, product line or activity? Just ask — a customer service specialist will find the information instantly and either e-mail, fax or mail it to you. E-mails can be sent in either Word or Excel formats.

ACT is also developing a storefront that will be part of the company's web site. This will enable customers to obtain this information online and allows you to review purchasing information/trends. Activities can be visually formatted too as either graphs or charts. Customers will also be able to review current blade and machine availability and learn about upcoming new products, upgrades and enhancements.

For more information, please contact Bernadette, Rosa or Kaecee at (800) 877-4729. O



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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 _____

Please note that all new PMP agreements have increased to 35 percent. There will be no other discounts; everyone contracting with the PMP program will be at the same rate. 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. We encourage our customers to support their local Amada distributors, as they will still receive their PMP discount when ordering through them. Parts ordered through distributors must be sent directly to the PMP customer and not the distributor.

NEW PMP DISCOUNT!

NOW IN EFFECT

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