

January 2010



“The Wrench”

Newsletter from the Speed Wrench Group

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Light Duty/RV
Division

Ph: (616) 669-8777

Heavy Duty Truck
Division

Ph: (616) 669-8700

All Phase Hydraulics
Division

Ph: (616) 669-3975

Speed-Tech
Equipment

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(616) 896-8256

The “Tool Box”

Welcome to the New Year 2010! It seems like yesterday that we began a new century. Remember the Y2K scare? Now here we are with yet another decade behind us and the Lord continues to supply our needs with work every day. Truly He has been good to us as a Company and we must acknowledge this every day. May we be good stewards of everything that He entrusts to us and may our work always be for His glory and honor in this world.

Looking back at the January '07 and '08 Newsletter, it was stated that the previous year had been challenging. 2009 was no different. With the economic downturn of late 2008 and into 2009, most businesses have experienced a slowdown in work. To counteract this at Speed Wrench, we have not only expanded our service offerings but also implemented some new programs geared to reducing customers maintenance cost. We pride ourselves in not just repairing equipment but partnering with our customers to look for new and innovative ways of containing these costs. We look forward to continuing our relationship with our customers in the years to come. Thank You!

~ The Management

www.speedwrench.com



WE DO IT RIGHT... RIGHT NOW!

From Light Duty/RV Division

Bus Collision Repair

Starting January 4 you may notice two new faces in the Heavy/Light Duty area. These men will be launching our new Speed Wrench Collision Repair Division. We plan on doing rust and collision repair on both school buses and motorhomes as an added value to our customers. Please welcome Greg Taber (formerly the Taber in Taber & Ottenwess Truck Repair in Walker) and welcome Curtis Kilbourn also of T&O. Remember, next time you have to have any COLLISION work done on your vehicles, call the same people who already give you the best REPAIR service: Speedwrench! Spread the word. "Yes! We can do that!"



Welcome Greg and Curtis!

Motorhomes

Just a reminder to our customers; It is not too early to start thinking about spring and getting your RV ready. From 20 ft class B to full 45 ft diesel pushers, we welcome any repair needs you may have! Spring is only a couple of months away. Make sure you are ready to hit the open road!



From All Phase Hydraulics

"Custom"er Service

As we often point out here at All Phase Hydraulics & Machine, LLC, "It's our service that makes the difference". Recently a customer called us and informed us that they had bought a new "used" machine and they wanted us to go through and quote each of the machine's 12 cylinders for repair. Upon inspection, we found that the cylinders were not repairable. We ended up manufacturing 13 new cylinders to specifications, cleaning and rebuilding the hydraulic power unit, and going onsite to the customer's location to plumb the entire machine and to install the new cylinders. This is definitely not what the customer originally had in mind when they had purchased this used machine, but we delivered a customized solution to meet their unique needs. Call us with your hydraulic challenges! **(616) 669-3975**.

From Heavy Duty Division

New Maintenance Contracts

How would you like to know EXACTLY what your vehicle repair costs are going to be for 2010? Well you CAN! Speed Wrench has developed a Fleet Saver Program that will guarantee your cost for a full year! That's right - guarantee! We will maintain your equipment for one fixed cost for a FULL YEAR! This eliminates all the guessing and uncertainties related to this part of your business expense and will also keep your company on budget. It also frees up valuable man hours that you can better use to focus on your business plan. If you think you might be interested in exploring this opportunity, please contact Al at (616) 669-8700 or ask for Mike or Tom.



Dock Equipment Revenue Growth

Despite the economic hardships that have been experienced all around us in the recent years, we may still reflect with gratitude on a year in which we have seen significant sales growth and development in the loading dock business. Nordock Inc. has proved to be a superior product and choice for both new building construction and replacement of existing loading docks and accessories. Though new construction is still in some decline, we have seen that our overall loading dock equipment sales have more than doubled in the last year. As we look ahead in 2010, we anticipate continued growth through focused efforts on sales, marketing, and other new business opportunities.

Since we have become a dealer of Nordock Inc. in 2008, our customers have enjoyed the benefits of superior products such as the Nordock AirDock® which offers a 20 year warranty on the front and rear hinges as well as a 10 year structure warranty and 5 year lift mechanism warranty. The AirDock® is the official product of choice for Wal-Mart which is the largest dock user in the world. Nordock Inc. also supplies the AirDock® to the U.S. Postal Service, the second largest dock user in the world.

Another outstanding Nordock product is the ATL-500 non-impact restraint (Automatic Truck Lock). With safety features like the HYDROFLOAT™ barrier system which automatically adjusts to truck movement during the loading cycle to prevent the trailer's ICC bar from becoming unsecured. In addition, this unit can be fully interlocked with a powered dock leveler ensuring the trailer is secure before the dock leveler is able to be positioned on the truck for loading.

During the winter months that are still ahead of us, don't postpone replacing the seals or shelters that seal the trailers to the building. If your existing seals are worn or not sealing properly because the product wasn't applied correctly, we encourage you to take advantage of our no-cost comprehensive site survey which can provide the solutions that are needed to have an energy efficient loading dock area.

Again, we thank you for your continued business! Please don't hesitate to give Speed-Tech a call to supply all your loading dock solutions.



Preventative Maintenance = Preventing Profit Loss

When measuring a specific dollar benefit, preventative maintenance is one of the most difficult items for which to actually measure the cost savings. However, when Speed-Tech does preventative maintenance we definitely help our customer's bottom line.

Speed-Tech Equipment maintains balers, compactors, truck docks, dumpers, conveyors, and many other related types of equipment. How do our Preventative Maintenance services affect your bottom line?

Compactor & Balers

- Checking compaction pressures to ensure full load and proper bale size
- Cleaning out behind the ram to prevent damage to expensive parts
- Checking oil level and condition to ensure proper function and avoid premature wear to precision parts
- Checking cycle time to ensure proper use and prevent over-running and overheating of machine
- Lubricating moving and frictional parts to prolong equipment life
- Checking the functionality of all safety devices to avoid employee injury
- Checking electrical and hydraulic functions and parts to avoid eventual service calls from operational failure
- Checking and adjusting wear pads for optimum equipment operation
- All these items total up to minimized downtime and minimized liability exposure

Truck Docks & Restraints

- Lubricating and adjusting to prevent and avoid eventual service calls and injury because of operational failure
- Inspecting all related parts such as pads, shelters, seals, and bumpers to avoid heat loss and building damage
- Checking for cracks and stressed parts in order to correct compromised functionality and safety
- Cleaning pits and surrounding area to remove damaging debris
- These items total up to minimized downtime and minimized liability exposure

Preventative Maintenance extends the life and functionality of your equipment and reduces your operating costs as well as your liability exposure. **Preventative Maintenance = Preventing Profit Loss**

We thank our many customers for entrusting us to take care of these important maintenance procedures on their equipment. Many of you have come to see the benefits in having professionals handle this very important aspect of your business. Speed-Tech Equipment is committed to doing the very best when it comes to taking care of your equipment and helping you experience a measurable success on your bottom line. If you have any questions or would like to enquire about our Preventative Maintenance Plans, give us a call at **(616) 669-2142**.

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