

**WE HAVE A NEW SERVICE MANAGER****Peter Viveen**

Yes it is true Mike Ulakovic our Service Manager has retired. A well deserved finish for Mike, we all wish him the best with his new venture into the golden years.

We have had the good fortune of finding Derek Sittler a seasoned replacement. Derek comes to us with a wealth of knowledge and experience on vocational trucks. Derek has been a licensed Automotive/Heavy Truck Technician since 1987 and worked in the automotive industry in various positions for many years. In 2000 he took position of Service Coordinator at Delta Spring & Chassis a service provider to the heavy truck industry. There he learned various aspects of vocational trucks, suspension, brakes, lift axles, hydraulics, body installation and chassis modifications.

In 2005 he became the Service and Parts Manager for C-Max Transportation Equipment which is a parts, service & warranty facility for E-One fire apparatus. When Carrier Emergency became the official dealership for E-One for Ontario & Eastern Canada, Derek was the first employee and assumed the responsibility of Service/Parts & Warranty manager.

In 2008 he was contacted by ATCO Frontec a Canadian company based in Alberta, ATCO was contracted by NATO to provide firefighting services to the Kandahar Airfield in Afghanistan. In September 2008 he left for Afghanistan to oversee the repairs and maintenance of the fire trucks for the airstrip and the camp. Keeping the trucks operational in an extremely difficult environment with limited resources became the most challenging role in Derek's career. Once the contract ended Derek returned home.

Since then he kept himself busy as a Service Manager in a small automotive repair facility and then as a Service Manager for a BRP dealership. There he supervised 4 technicians for the repair of boats, ATV's, snowmobiles and motorcycles.

Derek came to Alpine Shredders in August 2017 taking over the position of Service Manager. Since then he has adapted very quickly and has taken a refresher hydraulic course at the Conestoga College.

We are excited about what Derek brings to our team and look forward to providing you with the same level of service you have come to expect.

Sometimes we get calls from our customers and operators having a problem with a certain function that is not working. Most of these calls occur when the truck is shredding on site somewhere and we are trying to get that function running in a way to complete the route or that particular stop. Getting the unit up and running again involves explaining where components are and how to “bypass” them **temporarily** to get you on your way.

The problem here is these measures are meant to be **temporary** to allow you to get the unit back to your place of business. These components are designed either for the safety of the operator or to protect the equipment from getting damaged and must be functioning as intended when they were designed here at the factory.

If in the troubleshooting process it is determined that an emergency circuit is the cause, then the equipment must be put into a “**stop work**” condition and **must** be repaired properly before returning to regular day to day operation.

Every company wants to operate safely, protect their valued employees and equipment that’s why these components are in place. Also they want to keep the equipment running daily, if the defective component is not replaced additional mechanical or electrical failures could occur causing a truck being “down” and incurring more expenses getting it back up and running again. It is important that the driver is reporting that a component has been bypassed and it needs to be replaced before it returns to regular operations.

At Alpine Shredders we are dedicated in providing premier shredding units that are reliable, simple and safe equipment. Let us work with you in keeping your truck profitable and safe.



Derek Sittler - Kandahar Airfield Afghanistan 2008

ALPINE AUDIT PROCESS

Guy Wakutz



Once an Alpine truck build is completed, we go through a rigorous audit process to ensure the build quality, safety and operational performance is up to our high standards. This 352 point audit covers all parts of the finished shred truck and is signed off by production personnel and a final audit is performed by non-production personnel. Our engineering, service, shop and even sales personnel take turns completing the final audit including driving and real-world paper shredding throughput capacity tests. We do this because even though the audit check list is the same, each department has a different perspective on the finished product. Our audits include aspects of the shred truck including but not limited to:

- Internal & external controls
- hydraulic settings, functions, hoses, fasteners
- complete shredder assembly
- mechanical components & there proper assembly
- body fit & finish
- electrical connections & wire harness routing
- safety features
- full equipment operational functionality
- Full chassis operational functionality
- overall fit & finish

Once the final audit is completed and needed adjustments made, photographs are taken and all the paperwork is filed with any other specific information for each individual unit. Remember that when human hands touch anything it is not perfect, but we try to strive for a better finished product and this is one of the ways. During the first 1-2 months (of service), there may be some small adjustments that need to be made especially with warm up/cool down (expansion/contraction) of the hydraulics systems...this is normal with all heavy duty mobile equipment.

This audit process not only ensures a quality shredding truck it also develops a higher level of product knowledge and understanding within the Alpine organization.

IMPORTANT SEASONAL REMINDER

If your Alpine truck is equipped with a cooler bypass valve don't forget to **"OPEN IT FOR THE WINTER"**



WINTER — IN LINE WITH HOSE



SUMMER — 90 DEG TO HOSE