



STOP WHINING

Peter Viveen

With cooler weather on our door step we would like to take this opportunity to remind owners and operators that hydraulic systems need to be treated differently when the mercury drops. Most hydraulic pump damage occurs in the winter. This is due to the simple fact that cool oil is thicker and can create conditions that cause pumps to cavitate. (Cavitation: when oil cannot flow into the pump fast enough to match the pump intake, air is pulled out of the oil. When the air bubbles reach an area of higher pressure they implode. The resulting shock waves cause a high pitched whining sound and damage to the inside of the pump.)

The good news is there are simple preventative measures that can avoid pump cavitation and pump failure:

- The number one action is to listen to the pumps when ramping up the engine RPM. If you hear whining (unusual pump noise) lower the RPM **IMMEDIATELY**. At this point the hydraulic oil needs more time to warm up. To decrease the warm up time, with the engine idling, run the shredder empty, cycle the cart lift up & down and cycle the lift jaws.
- If the ambient temperature is not allowing the system to warm up in a reasonable time or not at all then you **MUST** take additional action to prevent cavitation. 120vac electric tank heaters can be effective however once the truck is rolling down the road the oil temperature can drop rapidly forcing the operator to warm up the fluid at each stop. The most effective method we have found is the Arctic Fox heater. The Arctic Fox warms the fluid while driving and keeps the oil warm throughout the day. By the way an Arctic Fox system costs less than one pump replacement.
- Make sure the oil you are using is a good quality **HVI fluid** (High Viscosity Index). HVI fluid provides a larger cold and warm temperature operating range when compared to cheaper fluids. For most climates we recommend AW46 with a High Viscosity Index.



If you ignore the whining your pump will fail!

WHERE DO I GO FOR SERVICE?

DEREK SITTLER

Where do I go for service?

One of the biggest challenges that goes along with ownership of vocational trucks and equipment is finding a service provider that fits your needs.

It is an investment in your business to spend time looking for a repair shop that understands your equipment and has technicians that have the skills required to keep your trucks running and making money



Alpine Shredders Service

The model for service here at Alpine shredders is somewhat unique. When you have a problem you call our 1-866-246-5634 number and you will get Derek or Pete. We will diagnose and work thru your problem to try and get you back on the road quickly. If the issue is a little more in depth and requires a technician we have in excess of 100 repair facilities spread across the U.S. and Canada we can recommend to our customers. In many cases our customers have found service providers that they are satisfied with and we provide them with all the necessary technical support.

One of the things we take pride in is we provide service and technical support to all of our trucks no matter how old even if you are not the original owner. We want to support our trucks from “cradle to grave”.

We do enjoy hearing from our customers and getting feedback on how we can make things better and listening to their concerns.

Dealerships:

I feel it's important you have your local dealer take care of the chassis while it is still covered under warranty. While doing regular maintenance a good shop will look for warranty issues that can be taken care of under the manufacturer's warranty. I know dealerships have a higher door rate but generally they have menu pricing for the service intervals on your chassis that is competitive. Most of the time they will not want to look after the shredder equipment as they do not have mechanics that are familiar with the specifics on how the system works. However I have heard from customers the local dealer is taking care of everything for them and they are pleased with the service.

Independent Repair Shops

Wherever you are located there are independent shops that provide service and repairs to the construction, logging and other special equipment. Also there are general repair shops that will work on all brands and provide maintenance and basic repairs. Most of these places will have the capability to do minor fabrication and welding repairs. Smaller shops allow for more direct contact with the tech working on your truck to discuss your needs. Do not dismiss these places as they have great “all around” mechanics that enjoy working on different types of equipment.

Ok, where am I going with this? Spending time interviewing perspective repair shops will narrow it down to places that will work with your business. You can find a great technician anywhere and in many different kinds of repair facilities and when you do it's in your best interest to set up a working relationship. Explain what your needs and expectations are so that you and the repair facility/ technician are on the same page when it comes time to get a repair or maintenance. Be honest!!

Another big indicator if a shop is any good is in how busy they are, if they are busy they have a good reputation the shop will always be full.

If you are not sure of the questions you should be asking give us a call, we can call the shop and see what capabilities they have. If they have technicians with knowledge in hydraulics and electrical etc.

When you find someone that you like let them know you are happy with their service and you will be returning. If you really want to make an impact you could drop by with coffee and donuts or a pizza lunch when your truck is being serviced, this will get you on the high priority list when it comes time to get repairs done. The quickest way to a mechanics repair skills is thru his stomach!! This is a small price to pay to get you to the front of the line at a busy place.

SALES

Guy Wakutz



All good...NAFTA has been replaced by USMCA (sounds like a song from the Village People) and all the speculations about huge tariffs is now over. Our trucks will continue to flow seamlessly cross the boarder and unless something dramatic happens, it will be business as usual. Meanwhile steel and aluminum tariffs are still in place and this impacts our costs but we should be able to absorb these increases without increasing prices in the short term.

For those who came to the NAID conference in April, you may have noticed a slight change in the front of our body build. We have replaced the one-piece fiberglass front fascia with a piece of FRP (same as rest of body) and aluminum angled corners maintaining the aerodynamics. It also enables easier and quicker repair if you have an accident and have damaged the front of the body.



We have been fortunate over the last couple years with strong sales volumes and many happy customers. So good that although we have added staff to increase capacity, production has a four month back log as of writing this. If you are considering another Alpine shredd truck in the not to distant future, give me a shout and we can work together to fit your needs. We thank you so much for your business and appreciate your continued support.

“Give them quality. That’s the best kind of advertising”

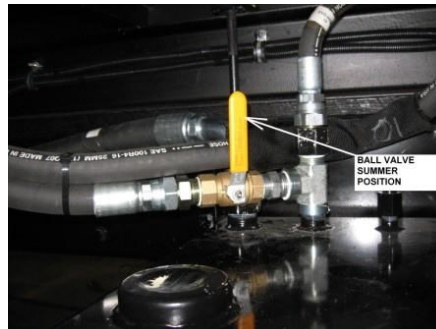
From all of us at Alpine Shredders...Have a good winter and take care

IMPORTANT SEASONAL REMINDER

If your Alpine truck is **NON CDL** and was delivered before **FEB 2013** it 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