



REPEAT OFFENDERS

Derek Sittler

Repeat Offenders

Working in service over the last 20 years has made me realize there are a few service call repeat offenders that I encounter. These are the mechanical offenders not the criminal ones. They usually happen at the “worst time” like shred events, big purges and on Friday afternoon!



In no particular order:

#1 Nothing Works!!!! My Favourite

This frantic call usually happens first thing in the day at the first job. Those big red buttons get bumped mysteriously and trying to get an operator to reset them is like trying to give a cat a bath. If nothing works just make sure you have reset all the E-Stop buttons by turning them clockwise and having them pop out **all the way**.

#2 Cart Lift Won't Come Down

When the colder weather begins this offender starts to show up. We get the call that the cart lift is stuck in the up position with the door open. The culprit is the lower limit switch on the lift post. The switch gets sticky from road debris, salt, oil and water. Usually moving the lever up and down a few times is enough to get it working again. In the northern colder states cleaning and lubricating this switch on a weekly basis will prevent this from happening.

#3 Shredder is Not Working

This is another one that occurs at the first job of the day. Your operator is at the first stop on a Friday and the now the shredder isn't running and the bin lift will not move. Assuming the worst the operator wants to come back and get out of work early. When I get this call one of the first questions I ask is, what is the last thing you did? Most of our customers unload their trucks at the end of the day and forget to install the rear door interlock key. When asked to check the back door key the usual response I will call you back. Most of the time I don't get that call back.

These are the most common calls we get here in service. It's very easy to miss this stuff and a few simple checks will make your day go easier. Alpine service is just a phone call away and eager to help no matter the size of the problem. We encourage our customers to call for all their service and maintenance questions.

“Keep those E-Stops Reset”

Derek Sittler

Alpine Service Department.





We work hard to build the quality products that Alpine is know for and that is a constant that will never change.

KAIZEN – which is the process of constant improvement, is utilized throughout our ongoing design and build process. Our hand-built units require time by our skilled team and the value proposition of quality is always right. A majority of Alpine employees have been in this industry for 10+ years, some more than 20...even 30. We are fortunate to have the benefit of this skill set and believe me we value them very much. Recently we've increased our build capacity to 5 days per shred unit and although that may not seem like a lot, we do not have the assembly line mentality and once again focus on quality. Every employee is highly trained and empowered to halt production if something is not up to standard until the issue is rectified. We are also encouraged to come forward with new ideas on how to make things better—not change for the sake of change...but better. **SIMPLE – SOLID - RELIABLE**

So what is the end result...a product that works day-in-day-out...is efficient to do the job...saves you money in time and repairs...and as the above cartoon illustrates **“QUALITY over QUANTITY”**.

Best wishes throughout the Holiday Season...CHEERS!

Guy Wakutz
Sales Manager

IMPORTANT SAFETY REMINDER

Since all shred trucks are equipped with a cart lift, a lifting device safety program must be implemented within your organization to comply with OSHA lifting device requirements. A lifting device safety program is the responsibility of the employer, all workplaces that operate lifting devices, may expose workers and pedestrians to potentially serious physical hazards.

Refer to your “CART LIFT SAFETY PROGRAM GUIDE” for more details. If you can not locate you program guide please contact us for a free replacement. Since all shred trucks are equipped with a cart lift, a lifting device safety program must be implemented within your organization to comply with OSHA lifting device requirements. A lifting device safety program is the responsibility of the employer, all workplaces that operate lifting devices, may expose workers and pedestrians to potentially serious physical hazards.

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The Life Blood of your Shredder

Peter Viveen

Hydraulic fluid, is like everything else that works, it wears out over time. 70% to 80% of all hydraulic component failures are due to the poor condition (contamination & degradation) of hydraulic fluid. Yearly fluid sampling is something we recommend to end users but seldom hear of anyone actually doing. This action in our opinion is one of the top 3 preventative maintenance tasks that you can perform. Bang for the buck it is huge, a typical \$30 (10) bottle sample kit will last you years and a single sample report costs you less than \$30.



SAMPLING R.O.I. What is the ROI for sampling, it's hard to measure something that you prevented from happening. Performing a yearly hydraulic fluid sample will cost you less than \$50. When we look at the potential cost of not doing samples the ROI starts to look extremely attractive. A pump failure due to contamination or fluid degradation will cost you big dollars, it makes the \$50 sample look like "Chump Change". Normally the cost of a pump failure includes a new or rebuilt pump, complete fluid change, filter change, system flushing, labor and down time. This can easily cost you \$5000 plus plus. Another oil sampling ROI often overlooked is the prevention of unnecessary oil changes thus maximizing the useful life of your oil.

SNOWBALL EFFECT The other risk you take when you avoid monitoring your hydraulic oil condition is when a component starts to wear or fails it releases tiny particles into the rest of the hydraulic system. Those particles will wear other components that in turn release more particles into the hydraulic system creating a snowball effect. Not to mention the imminent bank withdrawal snow ball effect.

WHERE CAN YOU GET SAMPLE KITS AND LAB REPORTS There are many places that you can get oil samples analyzed. Equipment dealers such as John Deere or CAT normally offer fluid sampling services. At Alpine we use an independent lab that specializes in oil analysis and lubrication only. They do not sell fluids or service equipment. We believe an independent lab will provide you with expert evaluation and unbiased professional advice.

WHAT TO LOOK FOR ON THE LAB REPORTS The key things we look for on our lab reports:

- * Spectrometry (particle size & composition, helps determine contamination source)
- * Viscosity 40C/100C (fluid resistance to flow relative to time)
- * Viscosity Index (a high index number indicates a wider operation temperature range)
- * Water by Crackle (identifies water in oil)
- * Acid Number by FTIR (helps determine remaining useful life of fluid)

Always consult with the lab producing the reports, they are the professionals and know their fluids. Make sure to discuss the test results and determine if your fluid condition is putting your asset at risk.

REPLACE YOUR FLUID WITH GOOD QUALITY FLUID Never replace your oil with the cheap stuff, do your research or consult with Alpine before replacing or topping up your hydraulic fluid. The first things we look for in hydraulic fluid is it must be AW46 and must have a High Viscosity Index (HVI). The trucks that leave our factory have a minimum Viscosity Index of 153.

IMPORTANT SEASONAL REMINDER

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



WINTER — IN LINE WITH HOSE



SUMMER — 90 DEG TO HOSE