

UP Time

Fall 2021



Service

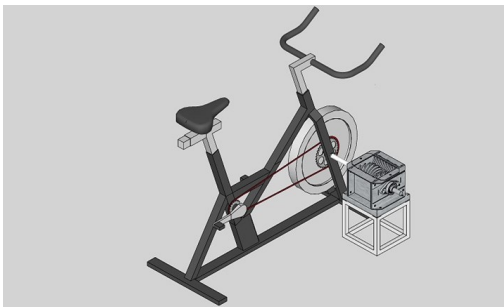
Derek Sittler

Keeping it Simple

The Alpine Shredders service department remains unchanged through these changing times. Our new trucks being built remain the “simple, solid, reliable” units that our customers have come accustomed to. One of the comments I get regularly on service calls is that the truck is easy to work on, and will Alpine continue building trucks the same way? The answer is yes! From the operators, owners and technicians we have been told repeatedly not to change the basic fundamentals of how our trucks operate. We have the capabilities to build more sophisticated operating systems with all the “bells and whistles” that are nice to look at, but that shine wears off quickly when it requires repairs. It’s **easy** to be lured in to the sales pitch that technology will make your shredding operation easier. The **difficult** part is listening to what your customer wants and our customers have told us they want “simple, solid, reliable” shred trucks.

From a service, parts, and warranty standpoint it makes things simple because I don’t have to deal with new operating systems, computer programs, keeping up with software updates, and built in obsolescence when hardware gets old. It gives us great satisfaction that we can tell the customer to take their truck to their local repair facility and have their technician call us if he or she has any questions. Most technicians have the skills and ability to repair any of the systems on our trucks. We will spend whatever time is needed to solve problems. This method of service works for Alpine Shredders and our customers reducing time, repair costs, and supporting local business. Our current service model of operation is simple, and we feel that it fits our customers’ requirements. Our mission is to reduce down time and get the customer back out shredding as soon as possible.

Derek Sittler—Alpine Service Department.





Hello from the Alpine Sales Department!

It appears there is good news for everyone as we are getting ahead of the pandemic and business is beginning to return to “normal”. The only caveat is the global supply chain will take some time to get back and running to previous levels of efficiency. This has resulted in longer lead times from our suppliers and therefore causing some delays but we’re getting this under control. The biggest issue could be the limited number of chassis available to us even though we placed large orders up to December 2022. Now is the time to be proactive with business planning and if you’re considering adding another shred truck in 2022, we should start having a conversation sooner rather than later. If your crystal ball is not that clear, we can pre-book build slots 6-8 months out to fit your anticipated needs if required.

We have also made some chassis configuration changes to our **STAK26** model (see pic). They now come with 22.5” wheels/tires with air brakes. The consensus from our customer feedback is air brakes and 22.5” truck tires last longer, more durable, easier to repair and parts availability is better. As a result of the larger wheels, the overall truck height increases 6” from 11’6” to 12’.

It may sound like a broken record but the NON-CDL STAK26 is the model of choice these days. We know the reasons...shortage of CDL drivers, easy maneuverability, and it really works well for most businesses’ daily routes with 6,000 lbs./hr. throughput and over 4 tons paper payload.



We wish everyone the best of success for the balance of 2021 and look forward to assisting your shred truck needs moving forward.

Happy Shredding!

Guy Wakutz—Sales Manager

Whats new in Product Development.

Peter Viveen

Supply Chain

In my 35 years of building both plant base and mobile shredding systems I have never experienced such long lead times for industrial goods. As a manufacturer this presents several challenges, one being the cost of goods have increased across the board due to supply and demand. Costs for goods from fasteners to chassis and everything in between have increased. Another is our production planning, previously we would plan our production 6 to 9 months in advance. Today our production plan is out to the 1st quarter of 2023. To secure our supply chain we now place much larger blanket orders with our component suppliers, machine shops and fabricators.

Longer lead times and a long term production planning does have its benefits. Switching to this type of production environment requires far greater attention to creating realistic sales and service forecasts. It also requires far greater attention to purchasing and inventory control. As a result we have had to increase safety stock levels and reorder points to ensure proper flow of goods. Larger safety stock levels gives us a layer of protection from supply chain interruptions. With this strategy the actual month to month production has become much more stable. The days of disrupting production with short notice changes to model builds are gone. Prebuilding larger quantity subassemblies well in advance of final assembly is now the norm. Managing production with fixed long term production rates also makes inputs such as labor very predictable.

All this change does trickle down to our customers as well. We have been working closely with end users to ensure we have equipment available without interrupting their business plans. Some end users have even reserved production slots 6-9 months in advance of delivery to ensure they get the product they want, when they want it and with a fixed price.

To provide flexibility for customers we no longer require deposits until 6 months in advance of final delivery, also a reserved production slot can easily be exchanged for a later dated slot provided our customer gives us advanced notice within 60 days of the final build.

We live in a time where advanced planning is necessary, waiting until the last minute can force compromise. Don't hesitate to discuss your longer term plans with our sales team to ensure you get what you want when you want it.



Pete Viveen—President/ Technical Director

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.

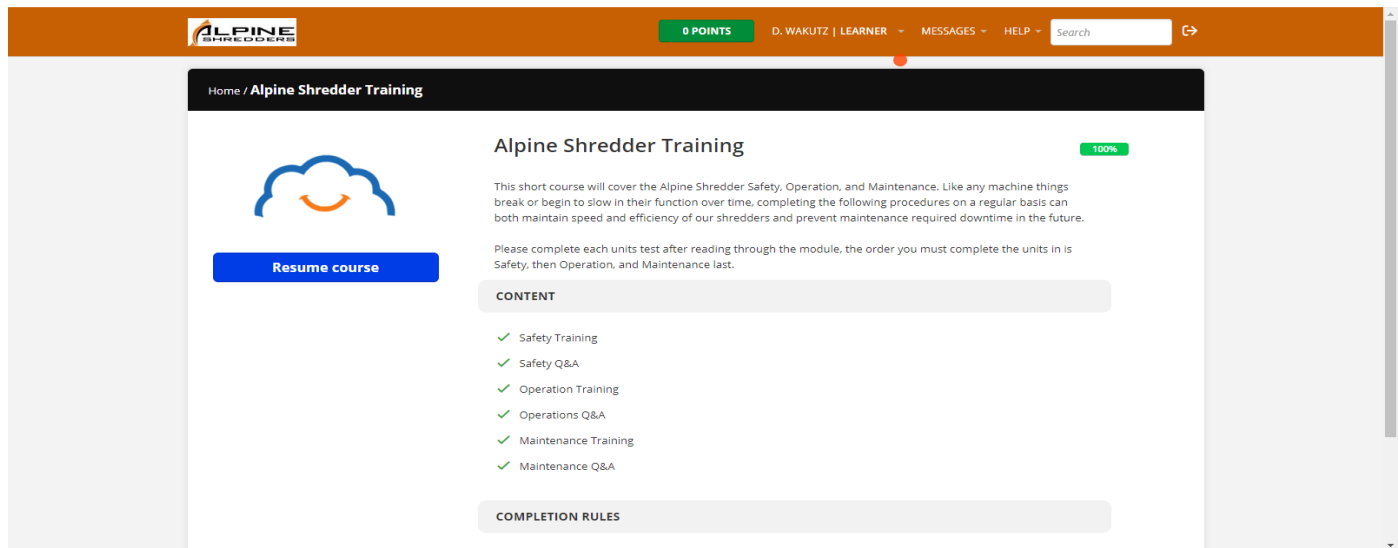
Refer to your “CART LIFT SAFETY PROGRAM GUIDE” for more details. If you can not locate you program guide please contact us for a free replacement. Since all shred trucks are equipped with a cart lift, a lifting device safety program must be implemented within your organization to comply with OSHA lifting 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.

Training Reminder

As the industry is beginning to ramp up in some places and continuing to remain busy in others, now is a great time to remind you all of the importance of both you and your employees being properly trained. Our new online training software is in full swing. If interested in taking the training for our shredder trucks, or would like your employees to take the training, please email me at admin@alpineshredders.com to get set up today!

It provides not only operational knowhow, but safety tips, troubleshooting and a maintenance guide which can be invaluable for your operators.

Please don't hesitate to reach out to me by email with the names and emails of employees to be enrolled in our training! Thanks.



The screenshot shows a web interface for the 'Alpine Shredder Training' course. At the top, there is a navigation bar with the 'ALPINE SHREDDERS' logo, a '0 POINTS' indicator, and user information 'D. WAKUTZ | LEARNER'. There are also links for 'MESSAGES', 'HELP', and a search bar. Below the navigation bar, the page title is 'Home / Alpine Shredder Training'. The main content area features a 'Resume course' button on the left and a '100%' completion indicator on the right. The course description states: 'This short course will cover the Alpine Shredder Safety, Operation, and Maintenance. Like any machine things break or begin to slow in their function over time, completing the following procedures on a regular basis can both maintain speed and efficiency of our shredders and prevent maintenance required downtime in the future. Please complete each units test after reading through the module, the order you must complete the units in is Safety, then Operation, and Maintenance last.' Below the description, there are two sections: 'CONTENT' and 'COMPLETION RULES'. The 'CONTENT' section lists five items, each with a green checkmark: 'Safety Training', 'Safety Q&A', 'Operation Training', 'Operations Q&A', 'Maintenance Training', and 'Maintenance Q&A'.

Drew Wakutz—Sales and marketing administrator

