

UP Time
Spring 2022



Whats new in Product Development.

Peter Viveen

Back in our 2016 Newsletter we talked about products reaching a higher level when modifications being made to them are finite. Six years later our trucks are going through some finite subtle advancements with the objective to improve reliability & functionality. The resources used to identify areas considered for advancement included customer feedback & failure trends, as well as service, sales, engineering & production feedback. Here are the highlights of advancements we will be showing off at the i-SIGMA conference this April:

LIFT LIMIT SWITCH: Our number one service call is “Cart Lift will not lower”. The cause is usually a sticky or failed lower limit switch due to road grit & salt. We are eliminating the lower limit switch altogether by making some changes to our hydraulic system (cause eliminated).

CART GUARD SLIDES: This has been a high wear / failure item on shred trucks since 1999. Finding a stronger, better quality slide that fits within the confines of the Cart Guard has always been the challenge. In 2021 we sourced a slide intended for heavy duty vehicles & have put it into action on two production trucks. Our goal is to introduce these new slides into our market after a successful year of operation.

CART GUARD LOCK: Although they are simple design, the spring bolts we use to lock the Cart Guard in position are awkward to operate & can fail. At the i-SIGMA conference we will be demonstrating our prototype Whisky Bar locking system. The new system can be fully operated with one hand for both travel & operation positions.

PANEL DOOR: Many operators have made the error of leaving the Curb Control Panel Door open & damaging it while driving. Well we are finally giving in & changing the door to a vertical hinge. Doing this does exposes the monitor to the weather, improvements to combat this exposure have been made.

CAMERA SYSTEM: The technology for mobile equipment monitors & cameras has changed rapidly. We are now able to offer heated camera's & waterproof monitors that are backwards compatible with most of our older trucks.

HOPPER LATCH: For years our hopper door has been retained with ¼ turn fasteners. The tabs of the fasteners were within the hopper & subject to damage. A simple change has been made to get all the mechanical components of the latch on the outside of the hopper door creating a smooth internal surface. In the process we also eliminated the safety switch key chain, making access much more seamless.

SHUR GRIP: Rubber bumpers have been added to our Cart Lift Grip Arms to provide protection against wear & tear on the two wheeled carts.

HYDRAULIC: Our hydraulic system is very simple so making changes to it is a serious event. Our approach was to keep it the same but create a Hydraulic Integrated Circuit (HIC). In other words, centralize all the components into the manifold reducing the number of hose connections & potential leak points.

ELECTRICAL - CHASSIS: Troubleshooting engine controls have always presented a challenge due to the control devices being mounted behind the dash. Now all the control devices for the chassis functions are inside our main panel.

ELECTRICAL - EQUIPMENT: Our lift system had required 1 switch to grip & 2 switches to safely lift the cart. We now have combined the right lift & grip switch into 1 device. Combining the lift & grip switches also freed up space for a curb side walking floor switch.

Some of our advancements will not be put into production immediately simply due to supply challenges. All trucks placed on order at or after the i-SIGMA conference 2022 will have all these advancements.

Shred till ya puke.

Peter Viveen



Regular Maintenance & Service Providers

Due to the worldwide issues with supply chains keeping your trucks and equipment in reliable condition is more important than ever. Having a truck down for long periods of time waiting for parts can be very costly to your business. We are hearing about trucks sitting at dealerships and repair facilities for weeks/months waiting for parts and service which can be devastating to a small business. Getting your trucks in for regular maintenance and inspections will help minimize downtime, your technician cannot predict every possible failure that can happen to your trucks but he or she may spot problems that could be repaired now before it becomes a bigger problem. It is very common to hear from a customer that their truck is out of service for something that should have been addressed while in for a service or inspection.

If you have a good reliable shop or technician that you like make sure they know it. It isn't very often a customer tells their shop or mechanic that you appreciate the good service and that they are an essential part of your business success. A good way to show your appreciation is stopping by with coffee and donuts for everyone at the shop. When I worked on the floor as a technician, I would always remember the customers that were good to us, their cars always got that "little extra" when it was in the shop. A pizza lunch every now and then for your repair facility will almost guarantee that you will get to the front of the line when you need something done urgently, pizza and a few sodas is cheap insurance when compared to your truck being out of service. Today having to book your truck in a week or more ahead of time is not uncommon, a long wait time can also be a good indicator of the reputation of that repair shop. We all have a shop that we like and they are a partner in your success, make sure they know it!

If you have a good shop that you like we would like to hear about it. We can add them to our network of repair shops that our customers have confidence in. Over the years here at Alpine Shredders we have kept track of repair shops all over the US and we have a database of those shops. We have a map that you can access online if you are looking for a repair facility that you can find it at www.zeemaps.com, I can also provide you with a direct link to the map or you can just call me and I can look for you. Finding a repair facility is something every owner hates doing but it is essential to keep your business running. Not knowing the right questions to ask makes it a daunting task. If you are unsure give me a call and I can call shops in your area to see if they would fit your repair and maintenance requirements, I know what questions to ask.

The subject of repairs and maintenance has been beaten to death in every aspect of the industry but it is a necessary evil that has to be dealt with. Let me help you get thru the minefield of repair shops and technicians.

Derek Sittler—Alpine Service Department.





Know Your Options!

The overall industry continues to strengthen with paper prices increasing and service providers very busy. This has pushed demand for new shred trucks beyond the limits of our normal 10-12-week lead times to 10-12-months. We are near production capacity even with the current global supply chain. Market strength combined with increased demand for Alpine products has created a backlog we have never experienced before. To combat this, we are hiring more staff, increasing parts blanket orders size and preparing for continued growth for our manufacturing.

We have recently developed an Owners/Operators Advisory group from our existing Alpine customers to assist with our product development/enrichment. Our customers have made suggestions over the years and it has become vital to making our product better for the end user. Some of these suggestions will be implemented into our 2023 models and other options suggested are available now. Our fearless leader (Pete) has noted some of these updates in this newsletter. Below are some of the options you may or may not be aware we can add to your new builds:

- Arctic Fox in line hydraulic oil heater
- Electric hydraulic oil heater – screw plug heater 120V 1500 watt
- Electric hydraulic tank heat – plug-in stick on pad type
- SPD – small particle attachment addition integrated into our 395 Hard Drive Shredder
- Color camera and monitor for 395 Hard drive Shredder
- Cart tip digital counter
- Portable NTEP legal for trade weight scale
- Cart lift load cell weight scale
- Rear walking floor weatherproof offload switch
- Air clean out quick connect system
- E-Track in shredder drone area
- Locking battery box bar
- Rear door lock rod covers
- Along with many chassis upgrades like extended warranty, engine horsepower increases, extra chrome bling, air ride passenger seats and so on
- STAK 26 models now equipped with low profile tires. (truck height under 12 feet)

Remember, we are just a phone call away to help you with any of your shred truck needs or questions.

Take Care and Happy Shredding

Guy Wakutz - Sales Manager