

UP Time
Spring 2023



Engineering

Peter Viveen

What? 130,000+ People to Build one Shred Truck?

Fun fact: It takes a combination of 931 parts, assemblies & kits to build a 720 STAK (PARTS: 1 or more items permanently joined together, ASSEMBLIES: parts fastened together, KITS: loose collection of parts & assemblies). This count doesn't include hoses, fittings, seals, o-rings, nuts, bolts, washers, cable ties, clamps.....as well as subcomponents within commercial parts purchased such as cameras, monitors, pumps, motors, valves, PTO's, gearboxes, bearings.....

Wild Guess: If we were to count every component within kits and every component within commercial parts we could conservatively say that number would increase 10 times. Our control panel alone has hundreds of individual bits and pieces. We estimate that a single shred truck has at least 9000 to 13000 individual components, maybe more. This estimate does not include the chassis.

Wow, lets think about that: each component requires people that specialize in the design, manufacturing, quality control, distribution and administration. If each piece required only 10 specialized people behind the scenes that would be 90,000-130,000 people taking part in the building of a shred truck. That number is low, lets not forget the specialized people that supply supporting goods such as raw materials, packaging and consumables.....Oh yea we also need someone to feed the work force, shelter the work force, move the work force , generate power, distribute power, build building.....Yikes I think we need someone from every discipline to contribute to the construction of a shred truck.

High Five: The secure information industry is certainly in a good position. Every industrial activity requires or creates data that will one day need to be stored or destroyed. What a great position to be in when all of us in this industry get to play a tiny role in every single step of a giant and absolutely remarkable process.

Shred till ya puke!

Pete Viveen- Technical Director



We are now into 2023 and have constantly heard about the long lead times to get new chassis, a year ago we ordered as many chassis as we could get our hands on and told the chassis manufacturers if there are more spots available we would take them. We contacted customers letting them know what chassis are available and the response was overwhelming, our customers have so much confidence in our trucks they put their names on units that are available later in the year. Thank you to all of our great customers!

So, what does this have to do with service? There has been a lot of stories in regards to getting parts for new trucks and the long lead times from the chassis manufacturers especially if it relates to failed emission equipment. The reasons why they can't get parts are as vague as the lead times we hear to get the parts. Lack of raw materials, labor shortages, transportation costs etc. etc. etc.

I don't have the answers to these questions but finding ways to manage these issues is our top priority to keep our customers making money and the trucks on the road. We just can't tell our customers that the part needed to keep their truck on the road will be weeks, sorry about your luck. Delayed parts and component availability appeared during covid and here at Alpine Shredders we kept on top of the challenges by identifying possible issues in our weekly production meetings and listening to our customers. We submitted purchase orders to our suppliers that were weeks and months in advance, in some cases we went looking for alternative suppliers to keep production moving. We also invested in getting extra service parts to put on the shelves to keep our customer trucks out on the road shredding paper.

What does this all mean to our service customers? We here at Alpine Shredders worked together to identify possible areas where it would be difficult to get parts and looked for solutions such as stocking more parts and finding different vendors or alternative solutions to keep ahead of our customer service needs. We haven't found an answer to every possible scenario but do the best we can for the customer when the time arises. This is an issue that is not going away any time soon. We will continue to work with our customers to keep Alpine trucks shredding paper and want you to have a prosperous 2023.

Derek Sittler—Alpine Service Department.





One of our Alpine business values...treat your customers the way you would want to be treated. Being a SME, we are able to navigate and pivot quickly if needed and therefore the customers' needs are met quicker. Bigger is not better...just bigger and we believe in quality before quantity...especially in serviceability of the Alpine equipment. Below is a quick testimonial of sorts from a customer with his 15-year-old used Alpine that we recently helped with a new shredder block:

***"It was so nice to meet you guys in person. Everything was more than I could've ever expected. You guys were amazing! Thank you!!!
Mike H.***

We have been very busy in the past couple years and as a result our production schedule is now at full capacity for the balance of 2023. If you are considering adding a new shred truck, we should start having conversations now. Since the time frame is almost a year out, we only require a \$5,000 deposit to secure a production slot in 2024. Drew and I can help...just give us a shout!

It has been unusual times to say the least over that past 3 years and we hope everyone been able to manage with the change. The good news is the secure document destruction industry has weathered the storm well so far and appears to be as strong as ever. There still are global challenges ahead beyond our control but we seem to be navigating through it without any dramatic affect other than some delays.

I would like to thank everyone for their patience and understanding through this time, and rest assured we are working hard to get back to more normal times.

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 - President/ Sales Manager

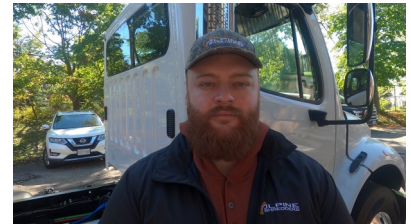
There are a few new features to our Alpine shred trucks that we have implemented over the last few months and all models moving forward, including the whisky bar on the cart lift, the horizontal hinge on the curbside control panel door, and new weatherproof monitors. If you read our previous newsletter, Peter outlines these new changes and upgrades in his engineering blog.

To Provide a more visual representation of these changes, we will be uploading a video to our social media pages and YouTube channel this spring.

Simply search “AlpineShreddersLtd” on YouTube to find our video blogs and other useful content regarding service, sales, and engineering of Alpine Shredder trucks.

As for training, we do still offer online training for you and your operators! If you have new drivers and operators, or want to refresh your own knowledge, please reach out to me. It is essential both for the safety of your employees, and the care of your trucks to have completed our Alpine Shredders training.

Drew Wakutz - Sales, Marketing, & Logistics



Hello my name is Ryan Blasig and I'm the newest addition here in the alpine office.

My educational background is mechanical engineering which I studied at Conestoga college. Right now, I'm learning under Derek and Pete learning about the engineering that goes into our trucks and the service required to keep them running.

Feel free to reach out to me here at alpine, I am eager to learn more about the industry and how its run on the customer side. It's been an absolute blast working here so far and I'm looking forward to what the future brings.

Ryan Blasig - Engineering/Service