



THANK YOU TO ALL OUR REBUILD CUSTOMERS!



Spindle Components Staged for Repair

Epic does hundreds of different repairs for customers on items such as rings, pots, spindles, and pot bearing housings to name a few.

We thank you for the opportunity to allow us to rebuild these critical items and save you money. There are procedures in place in each Epic department to handle your property and the process with the greatest care from start to finish. We know how important these items are to your operation and strive to return them as quickly as possible. Following are a few tips that will assist our efficiency and guarantee your company the fastest turnaround time:

Please include a packing slip with the following information:

1. Company and Location
2. Contact Name (who we notify when goods are ready to request a purchase order number)
3. Phone, email or fax for that contact
4. Quantity and description of goods (discrepancies and damage are reported upon receipt)

Rebuilds are scheduled first in-first out. Please call if you have an urgent situation. We will do everything possible to accommodate your needs and expedite your shipment. We also may have rebuilt items available for exchange that can be shipped immediately from our Southern Pines or our Dalton location. Upon request, we will notify you the day your shipment departs from Epic with tracking details.

Spindles require additional protection so they are not damaged in shipment. Please contact Epic and we will provide our specially built wooden spindle crates for you to ship us your spindles. (This offer is valid in the United States only). These crates remain the property of Epic and are to be returned at the end of a program.

Our receiving and shipping departments have over 30 years of experience in mastering the best procedures for packaging these types of goods with minimal damage. Please contact us if we can help you protect your investment.

THIS MAY BE YOUR LAST HARDCOPY NEWSLETTER

Future paper copies of the Epic newsletter will only be available **upon special request**. If you wish to continue to receive a paper copy, please call or contact us at epic@epicenterprises.com. Alternatively, you may give us your email address to receive an electronic copy instead. Your email address is always safe with Epic.

All issues of our newsletters can also be viewed on our website at: http://www.epicenterprises.com/techinfo_newsletters.html.

There are more reasons than ever to step off the paper trail. It is our environmental responsibility to conserve natural resources. Paper newsletters are expensive, not only for the cost of printing and mailing, but also in terms of time and productivity.

Our newsletter has been published since 1992. It continues to be well received by providing a blend of technical advice, useful tips, new product information as well as a business and personal view of the company. We value our readers and want to stay connected, so please contact us today!

CHALLENGE EPIC TO MAKE YOUR JOB EASIER

Since the company's inception, Epic has committed to making consistently high-quality parts while offering them to you at a competitive price. We have provided true cost savings to our customers in this manner for over 30 years.



Jerry Henson
Product Engineering Manager

What really excites our engineers, technicians, and machinists is the opportunity to use their abilities to design new items that make your job or even your entire plant run more smoothly. Items for Epic design or redesign research could include items in your plant that can increase efficiency, improve safety, make jobs more ergonomically-friendly for operators, eliminate quality issues, or reduce points of weakness that lead to a part failure.

Help Epic to help you in your job. Challenge us to improve your operations. Design research is most effective when designing for exact customer needs. Share your ideas, frustrations, and concerns with Epic so we can help you create a valuable solution to your particular operation's needs. There may be a better, faster, easier, or safer way to get the job done that can benefit you and your plant for years to come.

We are only a phone call or email away so please enlist the help of Epic today and challenge us to improve your operations through design solutions that work!

IMPORTANCE OF USING QUALITY COUPLINGS ON SHAFTS FOR VOLKMANN

Pre-take-up and friction roll shafts are joined together with couplings. The earlier type is a two-bolt steel coupling (EE401680). The later type couplings are aluminum (EE401610) with one bolt and the alternative coupling (EE481243) which is wider with two bolts. All three types are available from Epic. Usage type is based on what came on the machine and customer preference.



Epic couplings are center-bored straight and true. This allows the coupling to lock each end of the shaft and the shaft to run level. It is important to remember that the shaft ends must not touch. You should allow a 3mm gap between the shafts before locking the collar on the shaft.

If couplings are not center-bored straight and true, when a coupling is locked on the shaft, one side will not lock to the end of the shaft properly and this will result in several problems. The shaft will lode in position causing premature failure of the swivel bearing. It will also cause take-up packages to be deformed (stitching and spider-webbing). If loding is severe, it can break the intermediate support. An inferior coupling will also fail prematurely and wear the ends of the shafts so that they need to be replaced more often.

A COOING BABY AT EPIC OFFICE?

It may sound like a recipe for distraction, but programs that allow parents to take their infants to work are growing across the country. Permitting babies on the job is not a universal solution and wouldn't work well for certain jobs or fussy infants, but Epic decided to give it a try. Teri Bradley has her own office, and works in Epic's accounting department. Her beautiful daughter was born on May 11, 2009. Teri returned to work with



Teri Bradley and daughter Emma

EPIC CENTERING DISCS FOR VOLKMANN

Epic offers a wide range of different centering discs, and can usually modify existing discs to meet your existing needs. We often need additional information to make sure you get the correct disc.



Epic Centering Discs shown with Various Types of Cones and Tubes

We understand that customers do not always know the OEM part reference number. Even when a number is stamped on a disc—we cannot always rely on this. Sometimes this number is not the actual part number, but a mold number. Other times, the number on the disc may be the actual part number, but the disc may have been modified from the original version, whether by the customer or by an outside source. There are also some variations in cones and tubes from lot-to-lot. If cones or tubes are re-used, the nose and/or base of the cone or tube can become distorted or worn; thus affecting the proper fit of the centering disc.

We have found that to ensure proper identification and fit of a centering disc, or discs, that it is best for customers to send us a new (or good quality, if new is not available) sample of the cone or tube you are using, along with a sample of the centering disc(s) you need; whether it be for the nose end of the cone or tube (smallest end) or the base (largest end). It is also a good idea to indicate the model (05-06-07-08-09, etc.) and series (or Bauart) (BA3, BA4, BA5, BA6, BA8, etc.) numbers of the machine that the disc(s) will be used on. These tips will help ensure Epic has all the information we need to determine which centering discs you require!

Emma when she was 6 weeks old.

Typically programs allow parents to bring their babies to work only until they are old enough to crawl. Although many workers and managers in organizations are skeptical that this is a feasible arrangement, such programs are showing great success and many positive benefits. Emma has been a great candidate for this temporary arrangement and smiles abound daily from mom, baby and Epic staff!

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