

The Leader in Service

The Newsletter of the Equipment Service Association

The Power of Networking

Paul Johnson, President, Aggressive Hydraulics

With the advent of Social Media, we all have been bombarded with this new potential to increase market and marketing activities through new forms of networking. There are even seminars, classes and countless books on how to use Social Media for networking. The conventional thought process with networking is to create new business activity with existing or prospective customers. Regardless of the mode of contact or evolution of technology, networking has been and will remain a valuable business building tool. What can't be discounted is the value of "Best Practices" that can be achieved with networking through industry Associations and Societies. Enter the Equipment Service Association.

Networking with fellow service providers within the hydraulic industry for the benefit of you pursuant to best practices as well as accreditation is a primary reason why many of you are members of the ESA. Although being a member is the first step, becoming involved is not just the next progression. It is the true source of value. In previous publications we've covered the value of being accredited, now let's talk about best practices. What better way to discuss real world issues related to the business of business in the service sector than attending an ESA Conference or Convention?

This year's annual ESA Convention in New Mexico is a case-in-point on the utilization and implementation of best practices for Aggressive Hydraulics. After having sat in on and participating in meetings and activities during the course of the convention, one thing in particular stood out as the most valuable for Dave Beckwith to take back to the plant and share with colleagues. It was the session with Jep Enck of EnkResources. His message of customer service was perfect for sharing with all employees within a company that is looking to chart the course for superior and sustained customer service — where the

October 2011

Discount Registration Deadline:



ESA 2011 Fall **Technical Conference**

November 6-8, 2011 Embassy Suites Pittsburgh-International Airport Pittsburgh, Pennsylvania

ESA 2012 Annual Convention

April 29 – May 5, 2012 The Menger Hotel San Antonio, Texas





October is Breast Cancer Awareness month and Fire Prevention Month.

The Power of Networking

(Continued from page 1)

culture of customer service is within every person in the organization and is not dependent upon any one person, but the entire company.

This message was perfect for the internal process we were going through at the time, so we hired Jep to come in and speak to and work with all of our employees. He also modified his presentation to work with us on solidifying an internal process for Product Development. We even brought in our marketing company and a customer to be a part of this session to fully map out the process of the Product Development cycle from beginning to end. We already had a strong culture of being service oriented and are quite good at product development, but we wanted to get better. We also want to sustain our culture as we add new staff members both administratively and in the plant. Our employees, although maybe a little skeptical at first, embraced the process and were appreciative of our investment in them. Jep achieved the participation of everyone including the quietest members of the company. He also had us all laughing numerous times which made the experience both rewarding and fun. This was a wonderful event which will pay dividends for a long time to come as we continue to work toward new and effective business building activities.

At a high level, we as a group accomplished:

- Getting 100% of our people focused on our company direction at the same time.
- Getting everyone in the company talking about customer service, product development, and thinking about how to improve for the benefit of our customers.
- Provided unique perspectives on what we do daily and our individual role in a true team environment pursuant to continuous improvement.

This three-day event within our company would have never happened without us having representation at this year's ESA convention. Our continued success is dependent upon us finding new ways to stay ahead of the curve and providing differentiation. Thank you to everyone responsible in putting together substantive conferences and conventions for the benefit of us all.

Jep Enk, EnkResources, holds an M.S. in Human Resources from Colorado State University, and has over 20 years' management and speaking experience. Throughout his career he has focused on the "human element" in building excellent teams. He can be reached by visiting www.enckresources.com

I am thankful for organizations like the Equipment Service Association who are able to connect its members with valuable resources such as Jep Enck, EnckResources. The value of the information you received at an ESA Convention is well worth the investment of time and money.

Dave Beckwith, Aggressive Hydraulics, Inc.

From the President's Desk

With just a little over a month left before our National Fall Tech Conference, I hope that by now, everyone has made plans to attend our conference. Curt Williams, our Technical Committee chair, and his committee have put together a tremendous agenda. Starting early Saturday morning Nov. 6th with an IFPS Connector & Conductor Certification review. The hands-on and written test for the Certification will be on Sunday. Later Sunday evening we will have our Fall ESA Board of Directors meeting.

During our Board meeting it's up to our District Directors, and Committee Chairpersons to make suggestions and motions for change. If everyone would take just a few minutes out of their busy schedule to think of an idea or of a change that could help ESA grow, then write, call, or e-mail your District Director with that idea, it would help shape this association around its members. Just think, a few years ago the idea of a Scholarship Foundation was an idea of a few members, after being accepted by the Board of Directors and implemented, we now have over \$70,000 dollars in the bank, and have given out more than 44 scholarships in the amount of \$1,000 dollars each. It's up to everyone to suggest ideas and help this association grow.

But back to our Tech conference agenda! Monday Curt has a big lineup of tours for us to see. We'll be transported to Dover Ohio for a tour of Commercial Fluid Power, and R & J Cylinder & Machine. Both companies are located only minutes apart, and both have been long time supporters of the



association. I'm sure everyone will enjoy what they have to offer. Tuesday's meeting has our supporting members giving education and training on their products, along with a lot of helpful technical information you may find useful. We have also scheduled one of our well attended roundtable discussions, which is titled "Technical Topics & Shop Operations." And that's not all, the day will conclude with another road trip and factory tour of Schroeder Industries.

So in a nut shell! We have a very worthwhile, and event filled Tech Conference coming up, and I hope you're not the only one missing out. For the only way to make change is to give us your ideas and make something happen. But remember if you're not attending for the education and tours then maybe you should attend for the socializing, and camaraderie with others in the same field. Or maybe just attend to get that time away to rest and recoup your thoughts.

Hope to see you there!

Randy Valleroy

Valtec Hydraulics, Inc. randy@valtechydraulics.com (314) 867-1100

ESA Logo/Web site Contest Winner

Thanks to all who updated their company Web sites with the ESA logo and link to our newly redesigned Web site www.2esa.org.



The winner for the \$100 Amex gift card goes to Hercules Sealing Products.

Fun For Some

Test your hydraulic technical skills...

The following pre-test questions are from the IFPS Mobile Hydraulic Technician Study Manual for IFPS MHT Certification. For more information, visit www.ifps.org. Answers can be found on page 10 of this newsletter.

- 1. When installing a hydraulic Chevron V-packing, the first two V-rings are installed with the split ring joints:
- a. 45 degrees apart.
- b. 90 degrees apart.
- c. 120 degrees apart.
- d. 180 degrees apart.
- e. 360 degrees apart.
- 2. What is the maximum U-joint angle for a shaft that is 45 inches long?

a 5°

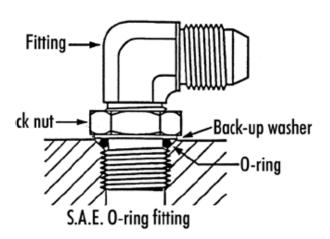
b. 6°

c. 7°

d. 8°

e. 9°

- 3. The washer on the adjustable SAE O-ring fitting shown in the figure below is used to:
- a. lock the nut.
- b. seal the fitting.
- c. compress the O-ring.
- d. position the fitting.
- e. set the depth of the fitting.



ESA 2011 Fall Technical Conference

November 6-8, 2011

Embassy Suites Pittsburgh-International Airport Pittsburgh, Pennsylvania

Hotel Information:

Embassy Suites Pittsburgh - International Airport 550 Cherrington Parkway, Coraopolis, PA 15108 Tel: 1-412-269-9070 / Fax: 1-412-262-4119

Rate:\$109 + tax (includes continental breakfast and evening reception). To make a hotel reservation, please contact the hotel directly at 412-269-9070, or Toll free 1-800-EMBASSY. Reservations must be made by October 16, 2011 in order to receive the discounted rate of \$109+tax.

Registration Fees:

	ESA Member	Non-Member
C&C Review/Test	\$ 399	\$ 425
Monday only:	\$ 90	\$ 115
Tuesday only:	\$ 145	\$ 175
Monday & Tuesday:	\$ 195	\$ 245
Spouse:	\$ 50	\$ 75

Advanced registration discount ends October 16, 2011. After that date, a \$50 late fee will be charged.

October is Fire Safety Month

Fire Safety Map

Have an escape plan that includes:

- Two different ways out.
- Someone assigned to help those that need help getting out.
- Someone assigned to call 911.
- A meeting place for everyone once they get out.

Tips for Machine Safety Refresher Training

Refresher training on stationary machinery is a good way to remind workers of the risks inherent in this hazardous equipment as well as the precautions they need to take.

OSHA requires protective safety features, such as guards, to serve as a barrier between workers and the machine's feeds, points of operation, and sharp edges. Employees must not be allowed to remove, disable, or reach through a machine guard.

OSHA also requires that machines have controls that allow the operator to turn off a machine's power from a safe position.

But engineering controls like these—as important as they are—aren't enough to prevent accidents. The best protection for workers is their knowledge and commitment to operate machines safely.

Refresher Training

Frequent refresher training on machine hazards and precautions is required to prevent machine accidents such as:

- Being caught in and crushed or mangled by the moving parts
- Pinned or crushed if the machine "walks" or falls over
- Hit by materials and debris ejected by the machine
- Shocked or electrocuted by contact with live electrical parts

When conducting refresher training, be sure to emphasize these machine safety points:

- Avoid contact with energized parts. Never reach into any area of the machine that could contain energized parts.
- Keep metal tools and jewelry away from exposed live electrical parts.
- Be sure hands and the work area are dry before handling electrical parts or plugs.

- Never try to fix, unjam, adjust, or work at a machine unless it has been properly locked or tagged out by an authorized person.
- Follow instructions provided in training and by manufacturer's operational manuals.
- Know how to turn off the equipment safely if there is a problem.
- Never skip steps in preparing to use the machine.
- Make sure there is enough lighting to see controls clearly.
- Keep hands, feet, and other body parts away from moving machine parts.
- Turn off the machine if it moves, makes unusual noises, or is not functioning properly and report the problem as instructed.
- Use tools, not the hands, to feed and/or remove material from machines.
- Wear assigned PPE (safety glasses, hearing protection), but avoid gloves, which could get caught in the machine's moving parts.
- Avoid loose clothing, such as sleeves, that could get caught in the machine, and tie back long hair to prevent entanglements.
- Give the job complete attention no matter how many times you have done it.
- Never operate the machine if you are tired, have taken prescription medicine, or have used alcohol or other drugs.

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Don't Miss the ESA Fall Technical Conference November 6-8, 2011 in Pittsburgh, Pa!

You joined ESA to stay on top of the latest service, maintenance and repair information, and ESA is your resource for technical training! Plan now to attend, and/or send your service techs to the ESA Fall Technical Conference in Pittsburgh, Pennsylvania.

At this year's Fall Technical Conference, you'll get:

- Highly specialized technical training from leaders in the industry
- A first-hand experience of some very special plant tours
- Invaluable networking with fellow ESA Members and Seminar instructors.
- The opportunity for a one-day review and test for the IFPS Connector & Conductor Certification

Shop/Plant Tours

Sponsor The Tours! Call ESA at 866-ESA-3155

- R&J Cylinder and Machine Inc. / Dover, OH
- Commercial Fluid Power / Dover, OH
- Schroeder Industries / Pittsburgh, PA

Seminars

- "The Tube Making Process and Metallurgy"
 Presented by: Don Klesser, PTC Alliance
- "Achieving Superior Hydraulic, Lube & Diesel Fluid Cleanliness using New Technologies"
 Presented by: Gus Schroeder, Schroeder Industries
- "Safe Hydraulics Training"
 Presented by: Steve Barber, Gates Corporation

Roundtable Discussions

"Technical Topics & Shop Operations"

Fluid Power Conductor & Connector Certification Review and

Test

Saturday, November 5 and Sunday, November 6, 2011

This program is critical to the maintenance and assembly of hose, tube, and connectors. Properly implemented, this certification will enhance the broad based knowledge of your workforce to understand the importance of conductor and connector construction and maintenance to provide a safer work environment. It will also reduce costly downtime and environmental cleanup from component failure.







ESA 2011 Fall Technical Conference: Hotel Information

The 2011 Fall Technical Conference is being held at the Embassy Suites Pittsburgh International Airport, located in Coraopolis, just minutes away from the Pittsburgh International Airport and downtown Pittsburgh.

ESA has negotiated a discounted room rate of \$109 per night plus taxes. Your reservation must be made no later than October 16, 2011 in order to secure the discounted rate. Reservations can be made by calling the hotel directly at 412-269-9070 or 1-800-EMBASSY. Be sure to ask for the ESA group room rate.

The hotel also offers, on a complimentary basis to guests, a daily full cooked-to-order breakfast, daily Manager's Reception, transportation to and from Pittsburgh International Airport and transportation to destinations within five miles of the hotel, including Robinson Town Centre. Also included in your room rate is the use of the hotel's fitness room, pool, laundry, and Business Center.

ESA MEMBER RESERVATIONS:

Call 1-800-EMBASSY before October 16, 2011! To make your hotel reservation on-line, please visit www.2esa.org and click on the link.

Embassy Suites Pittsburgh – International Airport 550 Cherrington Parkway

Coraopolis, PA 15108 Tel: (412) 269-9070 Fax: (412) 262-4119

Sponsor The Tours! Call ESA at 866-ESA-3155

Free advertising in the ESA Newsletter.



Schedule of Events (subject to change)

Saturday, November 5, 2011

8:00 AM – 4:00 PM IFPS Conductor and Connector

REVIEW

Sunday, November 6, 2011

8:00 AM – 1:00 PM IFPS Conductor and Connector Job

Performance TEST

1:00 PM – 4:00 PM IFPS Conductor and Connector

Written TEST

7:00 PM – 9:00 PM ESA Board of Directors Meeting

Monday, November 7, 2011

 $8:00~\mathrm{AM}-11:30~\mathrm{AM}$ Tour of Commercial Fluid Power

12:00 PM - 1:00 PM Lunch – sponsored by R&J Cylinder

and Machine Inc.

1:00 PM – 4:00 PM Tour of R&J Cylinder and Machine

Inc.

Tuesday, November 8, 2011

 $8:00~\mathrm{AM}-10:00~\mathrm{AM}$ ESA Seminar – "The Tube Making

Process and Metallurgy"

10:00 AM - 10:15 AM Refreshment Break

10:15 AM – 11:15 AM ESA Seminar – "Safe Hydraulics

Training"

11:15 AM – 12:00 PM Roundtable Discussions

12:00 PM - 1:00 PM Lunch – included in registration

1:00 PM – 2:30 PM Seminar – "Achieving Superior

Hydraulic, Lube & Diesel Fluid Cleanliness using New Technologies"

2:30 PM - 5:00 PM Tour of Schroeder Industries

Savings Programs Designed Specifically for ESA Members

YRCW Program

ESA members can save on freight shipments and office products!

YRC

YRC offers flexible, efficient LTL solutions, including comprehensive regional and national coverage with a full suite of guaranteed, expedited and specialized services.

YRC Regional

New Penn, Holland and Reddaway are leaders in next-day delivery, quality handling, and on-time performance. Their comprehensive LTL services include regional, expedited, guaranteed, consolidation & distribution, and cross-border.

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OfficeMax offers members savings on more than 12,000 office products with convenient purchasing options. Members enjoy access to OfficeMax ImPressTM, the perfect partner for all your print and document needs.

For more information please call 800-647-3061.

Cintas

Cintas is the leader in the uniform industry and offers special pricing for ESA Members on uniform rentals and shop supplies. Many ESA members use this program and have saved "buckets" of money.

Call Cintas Customer Service at 1-800-795-7368!

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Marianne Kramer, Unishippers 800-377-3105 / Fax 888-377-3104

ESA's Member-Get-A-Member Program

ESA will credit your account **\$50** towards future meeting registration fees for **EVERY** new ESA Member that you recruit!

If you have a prospective new member, let us know and we'll roll out the red carpet! E-mail ESA Headquarters at esa@2esa.org and we will send your contact a "Prospective Member Packet." If they join ESA, you will receive \$50 credited to your account towards future meeting registration fees.

ESA Parts Request By E-mail

In order to e-mail the ESA Membership in a timely manner, please direct your parts request e-mail to ESA@2esa.org. Many of our members direct the request to Adele Kayser, and although Adele generally sends out these requests, if she is out of the office she is unable to complete your request. By e-mailing esa@2esa.org, another staff member will notify ESA Members of your request.

2011 ESA Scholarship Foundation Contributors

donations made 12/31/10 - 10/1/11

Gold Medal Contributors: \$500 and up

- Hercules Sealing Products
- Randy & Fran Valleroy
 in memory of Rich & Joan
 Valleroy
- Rick Valleroy

 in memory of Rich & Joan
 Valleroy
- Nova Hydraulics Inc.
 In memory of Chris Christy

Silver Medal Contributors: \$200 - \$499

- Devine Hydraulics, Inc.
 in memory of Jason Devine
- Hercules Sealing Products, Inc.
- Garrod Hydraulics, Inc.
 in memory of Rich & Joan
 Valleroy and Calli Turner

Bronze Medal Contributors: up to \$199

- Randy & Fran Valleroy
 in memory of Jesse Sandy
- Billy Ray and Jane Turner
- Ron and Sandra Sandy
 in memory of Jesse and Joan
 Sandy

Thank You.

My name is Audra Garrod and I am a senior at Indiana University of Pennsylvania. I am majoring in Fashion Merchandising and recently chose a minor in Business Administration. I am very honored to be receiving this generous scholarship from the Equipment Service Association. The money will be very helpful with my school expenses while finishing my last year. I would like to thank the ESA scholarship committee for providing the opportunity to be awarded the much needed funds towards my education. I would also like to thank my family for the continued love and support.



I'd like to help support the ESA Scholarship Foundation!

I want to help extend educational opportunities for students of ESA members' families, employees, or employees' families.

	O \$ 50	O \$ 100	O \$ 250	O \$ 500	O Otner \$	
From:						
Address:						
O In Memory of:						
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O Do Not Publicly Ac	knowledge	Gift or Cont	ribution:			

Please make checks payable to the: ESA Scholarship Foundation Mail to: Equipment Service Association, P.O. Box 1420, Cherry Hill, NJ 08034-0054

November Birthdays

11/9	Rod Valleroy	Valtec Hydraulics, Inc.
11/11	Randy Valleroy	Valtec Hydraulics, Inc.
11/25	Robert Sheaf	CFC-Solar, Inc.
11/25	Joe DiMaggio	Would have been 97

Congratulations to Robert and Kayla Valleroy who were married on September 24, 2011. Robert is the son of Randy and Fran Valleroy.

Welcome New Members

National Tube Supply Company

925 Central Ave. University Park, IL www.nationaltubesupply.com Gary Chess - garychess@nationaltubesupply.com (800) 279-6872

Eagle Pro Industrial Tools, Inc.

1927 Boblett Street
Blaine, WA
www.eagleprotools.com
Dustin Nielson - dustin@eagleprotools.com
(847) 894-7130

Answers: from Test Your Skills found on Page 5.

1. - d

2. - e

3. - c



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International Fluid Power Society (IFPS)

Cherry Hill, NJ Donna Pollander - (800-308-6005) Askus@ifsp.org

Lynair, Inc.

Jackson, MI Jeff Perry - (517) 787-2240 jeff@lynair.com

Lynch Hydraulic Mfg. Co. Inc.

Fairmont, WV Courtney Harney - (304) 363-0980 lynchhyd@wirefire.com

2011 Annual Convention

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National Tube Supply Company

University Park, IL Gary Chess - (800) 279-6872 garychess@nationaltubesupply.com

Parker Mobile Cylinder Div.

Youngstown, OH

Steve Ruth - (800) 848-5575 mcdsales@parker.com

R & J Cylinder & Machine, Inc.

Dover, OH

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2011 Annual Convention

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Dennis Houseworth - (800) 535-2257

dennis42@usjack.com



Equipment Service Association

After the SALE, it's SERVICE that Counts!

PO Box 1420

(856) 489-0753 Ext. 10 Office Hours: Executive Director:

Cherry Hill, NJ 08034-0054

Toll-free: (866) ESA-3155 Ext. 10 8:00 am - 4:00 pm E.S.T. Heather Phillips

ESA@2esa.org

Fax: (856) 424-9248 Monday through Friday

ESA MISSION STATEMENT

ESA membership consists of businesses who are substantially engaged in sales or service of hydraulically, pneumatically, or electrically operated tools, components and equipment.

The objective of the Association is to aid in the advancement and expansion of the industry in all markets; promoting activities that will enable the industry to conduct itself with the greatest economy and efficiency to improve members' success in business.

ESA provides education, technical and informal services necessary for members to operate in a profitable and sound manner.

ESA is a member driven organization whose activities are conducted according to the highest standards of business practices and ethics.

ESA MEMBER BENEFITS

- Member Services Group: Credit Card Processing (discount rate)
- Cintas: uniform rentals, shop/First Aid supplies
- Freight Discount (Yellow Freight & DHL)
- OfficeMax Discount (office supplies)
- College Scholarships
- DVD Lending Library (free rentals)
- Coupon Booklet
- Monthly Newsletter with shop tips, industry news, business issues, etc.
- Parts Sourcing: broadcast email sent to all ESA members to help you search for parts
- Training: Seminars, training, and testing

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Vice President **Curt Williams**

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Treasurer@2esa.org

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www.2esa.org



EQUIPMENT SERVICE ASSOCIATION

Fall Technical Conference Pittsburgh, PA / November 6-8, 2011

Registration Form

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londay & Tuesday:		\$245	L			
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Check here if	you have a			ise) or if you might need assis per indicated above to discuss		e in this program.

REGISTRATION DEADLINE: OCTOBER 16, 2011 \$50 Late Fee after this date



Roof Support Cylinder Repair Machine.





Pull A Part End

Gland Removal End.

Machinery Service & Design now offers a Roof Support Cylinder disassembly machine. This machine was developed with Joy Global. The Long Wall cylinder disassembly machine is designed to break the Glands loose and pull out the stages of the cylinder. The Long Wall machine is supplied with a complete set of brace fixtures and gland tools. The Long Wall machine is available with the following options:

- Tail Stock Slide plate with 60" stroke cylinder, used to position the cylinder during Gland removal.
- Vertical Brace tool to hold out side cylinder tube during gland removal.
- Stage Brace tool used to hold cylinder stage during gland removal.
- Adjustable Cylinder support.
- Vee Block Roller Plate.
- Nut Busters from 20K to 100K
- Cylinder shaft Brace tool with elongated slot and adjustable threaded pins.

(OTHER REBUILDING PRODUCTS)

Honing Machines

Rod Polisher Machines





NEW GENERATION OF AFFORDABLE HYDRAULIC REBUILDING EQUIPMENT"

Machinery Service & Design, Inc. W232 N2960 Roundy Circle West, Suite #400 Pewaukee, WI 53072 Phone 262.513.8040 Fax 262.513.8044 web site www.ms-d.com Email; sales@ms-d.com 9/21/11



HEAVY DUTY CYLINDER REPAIR MACHINE.





Machinery Service & Design now offers a Heavy Duty cylinder disassemble machine. The machine is available in a 26.5 foot or 38.5 foot length designed for overseas shipment. Domestic machine are available in longer lengths. The HD machine is designed for our 70 and 100K nut busters. The HD cylinder bench is available with the following options:

- 15 HP power unit with 18 GPM or 30 HP power unit with 30 GPM @ 3000 PSI
- Pressure Booster system for 5000 PSI cylinder Test.
- 214 Gallon Hydraulic Reservoir with additional side ports.
- Control Console with Nut Buster Control & cylinder test with air purge system.
- Automatic Slide Plate with 4" bore cylinder with 36" stroke.
- 11.5 foot Cylinder pull a part & cylinder assembly.
- Heavy Duty 24" capacity Chain Vise's
- 70 & 100K Nut Busters with Nut Runner Drive motor.
- 4.5" Square Socket Driver rated for 150K rotational torque.
- Heavy Duty Vee Block Roller plate with 6" stroke 10 ton jack cylinder.
- Data Acquisition system to record cylinder test results.



4.5" Square Socket Driver



24" Capacity Chain Vise

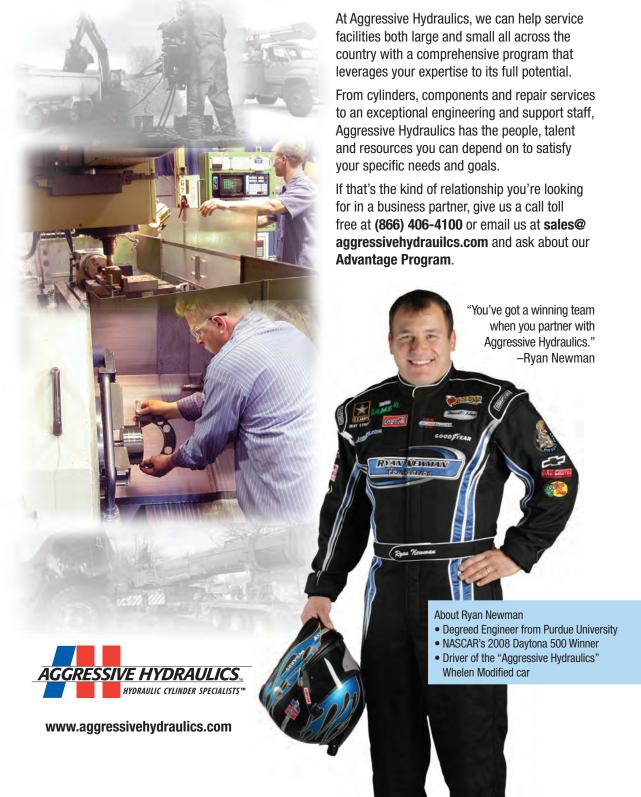


Vee Block Roller Plate with Lift

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We can help keep your shop firing on all cylinders.



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