

The Hydraulic Pipeline

Spring 2010

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Welcome

Welcome to the Hydraulic Parts Source newsletter. The Hydraulic Pipeline will provide news of the happenings at HPS and what we are doing to assist you, our customers, with the "ultimate" service experience. We look forward to providing pertinent information and keep you informed on how and what we are doing to insure your needs are met.

Remanufacturing

Remanufacturing is a relatively new term used in the fluid power industry. For many years, exhausted hydraulic components would either be repaired or rebuilt. This would typically involve replacing only worn parts and reassembling the unit. The quality of these types of repairs was marginal at best. Many "repaired" items would fail upon reinstallation, therefore giving the repair industry a bad reputation. Due to the increased expectation of quality in the early 90's, the hydraulic remanufacturing industry evolved. With equipment becoming more affordable and available, several companies made investments to shift from repairing to remanufacturing. Remanufacturing is a complex process that involves 5 steps. First, each component is completely disassembled. Every part is then thoroughly inspected to determine if it will meet specifications. The parts are then routed thru a series of cleaning, machining, hardening and restorative processes to return it to like new condition. Finally, the parts are reassembled along with new seals and bearings and rigorously tested to insure quality before the component is shipped. The hydraulic remanufacturing industry provides many benefits to it's' customers. They include significant cost savings, readily available products and the ability to offer products that have been obsolete by the manufacturer. Also, by recycling previously manufactured items, we are conserving valuable natural resources. A remanufactured component is an excellent alternative to a new or aftermarket component. For more information, please visit www.hydparts.com.



Customer Service



Are you amazed by the distributors' long lead times? Are you in need of same day shipment? Are you looking for service that meets and exceeds your expectations? Then look no further than Hydraulic Parts Source. We provide the above services and many other services that will have you coming back for more. First, we only sell to the reseller and distributor market. This means that we will not sell to your customers. You will never find us soliciting your customer's (end user) business. It is our goal to become your partner, not your competitor. Second, we offer a "true" Blind Drop Shipment. We will ship to your customer without our name anywhere on the package. If for some reason your customer contacts us, we will refer them back to you. This has been our promise for many years. Third, we continually strive to keep our components authentic. Fourth, we have a huge inventory of Vickers, Racine, & Denison pumps, motors, valves, and parts. Lastly, we provide fast and courteous service. We provide quotes on the phone so that you can give your customers quick answers in order to secure their business. We take your business very seriously and pride ourselves on giving the best service in the industry.

On-Time Shipping



What does On Time Shipping really mean? Is it simply looking at a shipment and stating that it shipped the date requested or is it something more? To answer this question we will look at customer ABC Hydraulics who ordered a Vickers shaft that they need the next day to repair for their customers unit. The company they ordered it from shipped it on time for delivery tomorrow. Was ABC Hydraulics a satisfied customer? It depends, in this case when ABC Hydraulics opened the box the next day they came to realize that the shaft they received was not the correct shaft.

What really matters in today's customer driven marketplace is that each customer's needs are met. Did the customer get what they wanted, when they wanted it, and how they wanted it?

Here at Hydraulic Parts Source we strive to be your #1 supplier by looking at On Time Shipping. With the world getting smaller and smaller due to many factors in the competitive marketplace, we have taken on-time shipping one step further. Where most suppliers' ship items in 2-3 days and in some case 2-3 weeks, we will ship your orders the same day that you have placed them. "That's great," you may be saying to yourself after reading the example above, but here at HPS we have put in quality control checks to insure that you will get what, when, and how you want it to. All of our orders at HPS are double checked to insure that the quality of the part meets the highest standards in the industry. As well as checking the quality of the unit, we double check before shipping your order that we are shipping what you actually ordered. Lastly we have steps in place to insure that we send your orders by the method that you requested.

Our commitment to you as our customer is to give you same day shipping service without the same day expedited charges.

Trivia – test your knowledge

1. What game was created by French mathematician Blaise Pascal, which he discovered when doing experiments into perpetual motion?
2. Who was baseball's acting commissioner during the infamous 1994-95 strike?
3. What NFL coach has the most appearances in a Super Bowl as head coach?
4. What 2 teams play in the Red River Rivalry?
5. What was the first Bond film NOT based on a book?
A: [The Living Daylights](#)
B: [The Man with the Golden Gun](#)
C: [The Spy Who Loved Me](#)
D: [Tomorrow Never Dies](#)

E-mail answers to Joe Raccosta at joeraccosta@hydparts.com. The people that get all 5 correct will be put in a drawing for a \$50 Visa gift card. There will be only 1 winner.



The Sales Desk

I hope all of you are having a good spring and have survived the winter and all the holiday seasons.

From a business perspective, the economy has affected all of us in some way. Our sales force has had plenty of challenges in the marketplace and have taken steps to making sure we are in contact with all of our customers on a regular basis. During these economic downturns it is very important to feel the customers "PAIN" and assist them in every facet we can. Our Reman products offer a great solution during these times as a cost and availability solution that can make your selling experience much more rewarding by getting your customer out of trouble at a profitable sale.

Many OEM's don't feel what customers go through and that is an opportunity for us to be able to get the customer's pulse and capture the opportunity. The nice thing that we offer is consistency with our product availability. Everything we do is in-house, so we're not waiting for the shipment to arrive from overseas with off-shore products and inconsistent lead times and suspect quality. We control all aspects of our business by keeping our business practices in-house. We have taken a much more aggressive approach on the sales end to make sure we are canvassing our territories more frequently and offering multiple solutions to our customer base. Unlike the OEMs, we are not leaving our customers in the "dark" to get a solution for their needs.

We look forward to working with all of you on your next opportunity and promise when you do experience the HPS experience you'll be treated like family and will have a long-term partner in your corner.



May Birthdays and Anniversaries

Ken Clapp	May 7
Dan Scardina	May 13
Bryan Laubach	May 14
Carlos Montejo	May 14
Joe Raccosta	May 26
Joe Raccosta	8 years
Jean Shellabarger	8 years

MAY 2010						
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	25	27	28	29
30	31					

Upcoming Events

Hydraulic Parts Source will be closed on Monday, May 31st for Memorial Day.

Memorial Day (Closed)	May 31
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JUNE 2010						
S	M	T	W	T	F	S
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Your Clients Demand It. We Live It.

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