



**MERRY CHRISTMAS AND HAPPY HOLIDAYS FROM EPIC**



**NEW EPIC CATALOG CD IS IN PRODUCTION**

The last published Epic Catalog on CD was March 2010. We are currently working on an updated version that should be available in January. Please email us at [epic@epicenterprises.com](mailto:epic@epicenterprises.com) to make sure you are on our mailing list to receive a copy.



If you prefer to receive information in an alternate form such as hardcopy, we would be happy to hear from you as well!

**SPINDLE BEARINGS**

It is generally ideal to follow the manufacturer's assembly instructions, but some people do not adhere to the given advice and want a press fit of both the inner and outer bearing races. The result is a reduction of the internal clearance that the bearing producers design into their bearings, and this can lead to premature failure.



Internal clearance of a cold bearing is greater than when it is at yarn production temperature. As the temperature increases, the gaps between the inner and outer races of the bearing with the internal rolling element (ball, roller or needle) decreases. If both the races are pressed (inner on the axle and outer in the housing) then there is less initial internal clearance than the manufacturer designed into the spindle assembly.

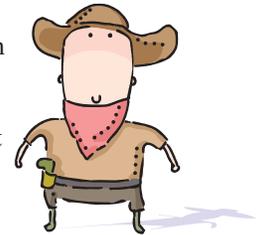
When Epic builds or rebuilds a spindle, we follow the manufacturer's instructions. Where they specify bearings with extra internal clearance, we comply. When they instruct to press the outer race, but glue the internal race to the axle, we conform. This practice helps ensure the maximum spindle design integrity possible.

*Photo groups from left to right:*

*1) Epic Shop 2) Epic Office and Sales 3) Ed Crenshaw, Owner/President, and John Shaw, General Manager 4) Epic Georgia Warehouse and Sales*

**THE LOW PRICE CHALLENGE**

The fastest gunfighters of the old Wild West knew that eventually someone with a quicker draw would ride into town. The top gun would have to defend his reputation against the next newcomer. It was a vicious cycle that would never end.



Take a moment to contemplate the following qualities and benefits Epic has to offer—over and above fair and reasonable prices:

- Quality parts—guaranteed
- Same day shipping on stock items
- Large inventories
- Honest
- Dependable and dedicated
- Convenient and flexible
- Clean and organized
- Experienced—Over 33 years in business
- Outstanding service
- Free technical classes and phone support

We are here to serve YOU and APPRECIATE your business!

**EPIC TO EXHIBIT AT  
ITMA 2011,  
BARCELONA, SPAIN**



ITMA 2011 show dates are September 22-29. Please make plans to visit us! For more information visit [www.itma.com](http://www.itma.com)

## PACKAGES DAMAGED IN SHIPMENT

Every possible effort is made to expertly package your merchandise to make sure it reaches you in good condition. Sometimes accidents happen that are beyond our control. As the shipper, we are often responsible for handling the damaged shipment claims process. If a package appears to be damaged, re-taped, or tampered with in any way, it is important that you:



1. Make the delivery person aware of the suspected damage.
2. Call Epic the day the package is received and report any lost or damaged goods.
3. Save the box for evidence. We can not file a claim if the box has been discarded.
4. Consider taking a photo of the package as evidence.

Spindles require additional protection so they are not damaged in shipment. If you are shipping spindles to Epic for rebuild, please contact Epic and we will provide our specially built wooden spindle crates for you to ship us your spindles and protect your investment. (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.

## EPIC LISTENS TO YOU

Did you know that Epic really listens? When you contact us and request an item, the information is documented in our "Parts Request Database". This database allows us to compile and analyze the most requested parts to help us make smart decisions on what items to develop to best serve your needs for the future. It also allows us to personally notify you when we do add an item you have asked for.



Please keep this in mind each time you contact us with an inquiry. The more detailed your information (quantity, part number, description, name, company, contact information, machine type, yearly usage) the better we can serve you!

## EPIC WELCOMES MORE VISITORS

Epic extends an open invitation to all customers to visit. We are proud of our people and our facility. We would like to know ahead of time so we can roll out the red carpet and have time to spend with you. Our relationships with our customers are very important to us!

Please contact us by phone 1-800-648-7273 (International 910-692-5441) or you can email [epic@epicenterprises.com](mailto:epic@epicenterprises.com) to arrange a date for a general tour visit and/or spindle training details! You won't be disappointed!



Epic was pleased to welcome Joel Swanson and Danny Grissom from Syntec Rome in November for Epic rebuild training program for ICBT spindles. Pictured L-R: Danny Grissom, Epic's instructor Teddy Kearns, and Joel Swanson.



On December 1, staff from Shaw Industries 8S Plant, Columbia, South Carolina participated in Epic's rebuilding training for Volkmann spindles. Pictured L-R: Janice Oliphant, Elton Pollock, Alfreda Fanning, Joe Fitzgerald, and Tommy Turner.

## LUBRICATION AND MAINTENANCE

It is very important to use the correct grease or oil for the application required. The original equipment manufacturers have lubrication charts describing the lubricants and the amount to be used with maintenance schedules. These schedules were developed to give you the best possible results and longest life of these parts. Epic follows all recommended requirements for lubricants in spindles (repaired and new), preassembled parts requiring lubricants, and any items requiring a special grease and/or oil. Always be sure to use the correct lubricant and the right amount of lubricant for the application. Contact Epic for more information.



## Epic Enterprises, Inc.

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