

## DON'T FORGET EPIC'S GEORGIA WAREHOUSE

Georgia ~ Alabama ~ Tennessee Customers...  
Need those parts urgently?



Don't forget about our warehouse located at 1223 Coronet Drive in Dalton, Georgia. Benny Picklesimer is the Epic Dalton Warehouse Manager and he is working hard to keep the parts on hand that will help you in emergencies!

Benny says, "Come by and see me anytime!"

You can reach Benny any of the following ways:

**Phone:** 706-277-7230

**Cell:** 423-322-9598

**Fax:** 706-277-7238

**Email:** [benny.picklesimer@epicenterprises.com](mailto:benny.picklesimer@epicenterprises.com)

**Business Hours:** 7:30 am—5:00 pm Monday—Friday.



## MORE TECHNOLOGY FOR VETERAN BUSINESS

Epic appreciates your business. In turn, Epic is reinvesting for the present and the future. With continued and growing interest in Epic's Spindle Repair Program, we are excited to announce recent changes made to improve flow-through and turn-around on your spindle repairs. Epic has just completed a re-design of our spindle rebuild process to create three production lines instead of one. This included hiring and training new technicians, purchasing a new dynamic balancing machine, new machining equipment, cleaning equipment, and necessary tooling. This expansion also added approximately 1,000 more square feet of space to the spindle department. Tony Lytle, the spindle department supervisor and spindle technician with 17 years experience at Epic, says these changes have vastly improved the department and will insure better service for the customers.

These investments, the Dalton warehouse location, and expanding our spindle exchange program, are all part of a focused effort to meet our customers' needs. Please, let us know how we are doing.



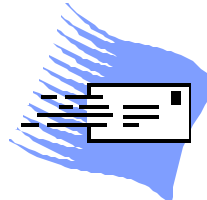
Pictured R-L: Calvin Brewer, Tony Lytle, and Lori Mansfield

## HELP US HELP YOU SAVE MONEY

What spare parts do you need that Epic does not offer? Give us your feedback on these parts so we can better serve you. We will evaluate your part needs and do our best to accommodate you. Please let your sales representative or our customer service department know about your needs. Epic is always looking for better ways to provide the parts and service you need. Call us!



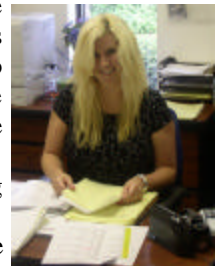
## INTRODUCING NEW EMAIL PROGRAM



Epic has recently introduced an email program to quickly provide you with information from Epic on parts and services that may be helpful to you and your business. The emails in this program will have the information ready to view without opening any links. This emailing program promises not to clutter your inbox as Epic will only be sending out messages from time to time and not several times a day or everyday. If you wish to stop receiving Epic emails or wish to subscribe, there are instructions within the email you may receive directly from Epic or through a forwarded message. Printing instructions are also located within the emails for your convenience. Don't worry about viruses! Epic promises that our messages **do not** contain viruses as they are scanned with our virus protection service before being sent to you. Add yourself and get important information from Epic much sooner and with less paper cuts from postal mail! If you are receiving emails, and would prefer mailed paper copies of our newsletter or flyers, please email us at [epic@epicenterprises.com](mailto:epic@epicenterprises.com).

## EPIC ACCOUNTING DEPARTMENT CHANGES

Epic recently had some changes in the accounting department. Marlene Mertes recently bid Epic farewell to move to Charleston, South Carolina. We wish her the best in all her future endeavors. At this time we would like to introduce Teri Davis as Marlene's replacement in the accounting department. Teri is very anxious to assist you with any accounting related matters. We are pleased to have her on staff.



Teri Davis

## UPCOMING TRADE SHOWS

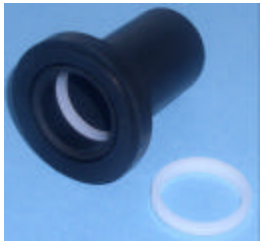


**China International Textile Machinery Exhibition**  
China International Exhibition Center  
Beijing, China  
**Hall 8 Booth 8A276**  
October 17- October 21, 2006



**American Textile Machinery Exhibition - International**  
Georgia World Congress Center  
Atlanta, GA  
**Booth B530**  
October 31- November 3, 2006

## IT'S THE SMALL THINGS THAT COUNT



EE480017 –Boot, Package Support  
EE480172 -Internal Ring  
For 05, BA3-BA5



EE481558-Boot, Package Support  
EE481559 – Internal Ring  
For 05/050/05C/050C, BA5.02/BA5.03

Rubber Package Support Boots don't last forever. Epic has witnessed many instances of customers taking care of the big things, such as Epic's dynamically balanced spindle repair or Epic's stainless steel pot bottom repair, BUT, then forgetting to check out the condition and integrity of the Rubber Package Support Boot (EE480017 for Volkmann 05 BA3,BA4, & BA5.01; EE481558 for 05 BA5.02 & BA5.03). When this is forgotten, a new spindle or recently repaired spindle can be quickly damaged due to contact between the pot and the spindle rotor disc, caused by a faulty rubber boot. A relatively inexpensive replacement part could have made a great difference.

Don't let a little thing cause a big problem. Call Epic for your new Rubber Package Support Boots. We keep plenty in stock and have excellent quality at a great price. Compare to your present price, and see if you can save some money "to boot". Epic also offers the internal rings that are inside the Rubber Package Support Boots. Both the assembly and the rings are pictured above.

## RECENT CUSTOMER TESTIMONIALS



A recent Epic visitor/customer said, "We would like to visit Epic again. We are very impressed with Epic's personnel, facility, and service. Your shop is the cleanest and best organized of any of our vendors."

Another customer recently remarked on Epic's spindle exchange program by saying, "We are very satisfied and appreciate the service. We really love using the CD catalog. It makes ordering parts from Epic much easier."

An additional customer said, "Epic is in my top ten supplier list. I really appreciate what Epic does for us. The addition of Benny Picklesimer at the Dalton Warehouse is a great asset to Epic."

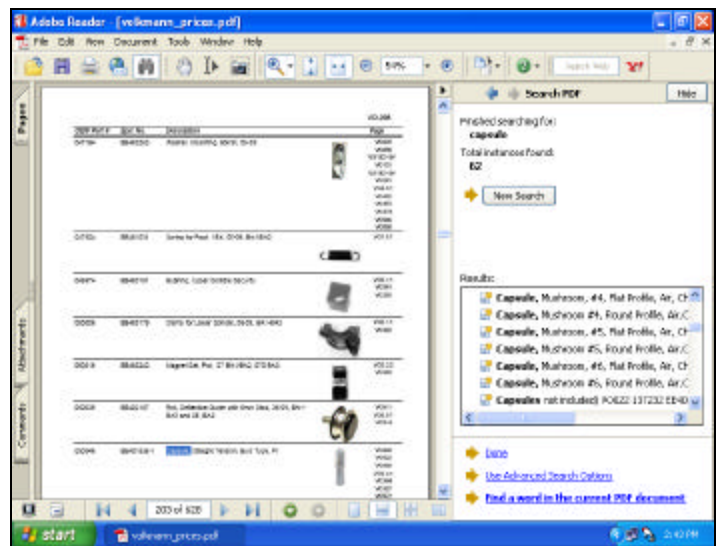
A different customer also stated, "The spindle program with Epic is a huge success. No one in the industry believes the length of my spindle life!"

## UPDATE FOR ADOBE READER

Epic utilizes Adobe Reader or PDF files in presenting our customers with parts catalogs, as well as information found on Epic's website, [www.epicenterprises.com](http://www.epicenterprises.com). We have come to realize that some of you may not have the latest version of this software on your computers, which is Adobe Reader 7.0. The newest version of the software has an advanced search feature (shown in the picture below instructions) that will create a more user friendly environment. When you search for an item, like in the CD catalog, with Adobe Reader 7.0 a side panel pops up and allows you to find exactly what you are looking for, by showing all the matched results in a list box, without having to scroll through the entire document, as with earlier versions of Adobe Reader. Below is the information you will need to get the free download, if you do not already have the update for Adobe Reader 7.0.

### Adobe Reader 7.0 Installation Instructions

1. The free download page is located at this web address: <http://www.adobe.com/products/acrobat/readstep2.html>
2. Where the web page that opens up says "Also Download", click the boxes to get rid of the checks for these additional downloads as you do not need them.
3. Then click download, to receive the Adobe Reader 7.0. Then click "Run" until the download begins.
4. The download may take a little while, so feel free to work on something else until the setup screen is available. Once the setup screen appears, just follow the instructions provided. After you click "Finish", an icon for the new Adobe Reader 7.0 will be on your desktop and should become your default viewer for PDF or Adobe Reader files. If you run into problems email [drew.wilson@epicenterprises.com](mailto:drew.wilson@epicenterprises.com)



Notice the Advanced Search on the Right Side of this Picture

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Epic Employees

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