



THE BIG PICTURE

Recently, a customer was often replacing a part that another sister-plant was not. These plants were operating the same equipment and parts. Our technical sales team was able to evaluate and determine a machine-setup issue that was the source of this increased part wear.



An experienced and technical sales team that is consistently making plant visits and learning more each day provides the customer with more than just spare parts. It is Epic's goal to provide customers with affordable business solutions through outstanding customer service and quality spare parts!

Not too long ago, a customer had an operator injury/safety issue. The engineering team in Southern Pines was able to design and develop a quick fix to prevent any further operator injuries!

In another example, a customer had an idea to make a number of new machines more ergonomically friendly. Epic's sales and engineering team was able to develop and manufacture an extension to the 05/05C creel (EE440400) that looks like it came with the machine as-purchased.

Over the years, many customers have taken advantage of our free spindle rebuild training, machine audits, and more recently, Superba head rebuild training courses. Our spindle exchange program in our Dalton warehouse region has also been popular. These are only a few of the many ways the Epic Team rolls up it's sleeves daily to assist the customer in improving their operations. Epic technical staff isn't just about selling parts. We spend a significant amount of time assisting in customer operational concerns and setup issues. Epic is more than just parts!

Although we try our best, Epic cannot always offer the cheapest price for every part available. We only hope that in those few cases, we have customers that remember all the other advantages that come with doing business with Epic Enterprises, Inc. (product reliability, customer care, quick delivery, expeditious response to concerns, friendly staff, technical sales and engineering support, and service unmatched in this industry).

EPIC COMPANY SOFTBALL

Epic Enterprises, Inc. was recently presented the opportunity to sponsor a company softball team. The team, consisting of both Epic employees and related family, will represent the company this year in the local recreational co-ed adult league. Epic hopes to continue the tradition of building teamwork and camaraderie between employees while also winning a few games!



SOME THINGS NEVER CHANGE ~ 30 YEARS

Our building has expanded...our faces have changed...but our commitment to quality, service, and dedication remains the same.



Ed Crenshaw—30 Years
 President

Norman Burns—24 Years
 Shop Supervisor



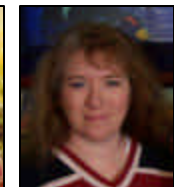
Barbara Meggs—23 Years
 Inside Sales Manager

Steve Wilson—23 Years
 Purchasing Manager



Tony Lytle —18 Years
 Spindle Rebuild Manager

Adam LaClair —18 Years
 Sales Representative



Mike Whitaker —18 Years
 Ring Service Manager
 Safety Manager

Melonie Hill —18 Years
 Accounting Manager

Epic's experienced staff strives to earn and maintain the trust and respect of all our valued customers, suppliers and employees. This is done by demonstrating a total commitment to achieving perfection in our everyday performance!

EPIC IS GLOBAL

Along with providing our many customers in the United States with quality parts, services, and technical support, Epic enjoys a growing global presence. Epic currently sells to over 24 countries in Africa, Asia, Canada, Central and South America, Europe, Mexico, the Middle East, and the South Pacific. Epic is assisted by 20 agents, and one stocking distributor. Of our top one-hundred customers by sales volume for 2006, fifteen were international customers.



Recent additions to our agent listing include Murat Avci of Pinteks Mumessillik Ltd. Sti., in Turkey; Frank Mejia Restrepo of DOZ Internacional Representaciones in Guatemala; Robert Chan of King March Development Limited in China and Hong Kong; and Sheng-Jung Co. Ltd., in Taiwan.

We are represented by seasoned agents in Argentina, Australia, Brazil, Colombia, Japan, Mexico, New Zealand, Peru, South Africa, and South Korea.

Muschamp Machine Services of Blackburn in Lancashire, UK, has been Epic's master stocking distributor for over 16 years. Muschamp proudly offers service to Epic customers in over 31 different countries.

Epic participates in a number of international trade shows each year, including ITMA, CITME, EXINTEX, and FEBRATEx.

For a complete listing of our agents, please visit our website at www.epicenterprises.com.

UPCOMING TRADE SHOW



Make plans now to attend the American Floorcovering Alliance's FloorTek Expo! It will be held October 23–25, 2007, at the Northwest Georgia Trade & Convention Center, in Dalton, Georgia. This is the only international flooring manufacturing tradeshow dedicated to the production and materials of the industry.

Epic will be located in Booth #118.

YARN TENSIONING HOUSEKEEPING

Yarn tensioning devices are held to very strict material standards, component tolerances, assembly methods, and quality inspections to ensure tension consistency.



Once these devices are on the machine, there are many factors that can occur over time to affect the device tension. It is important for customers to keep this in mind and inspect tension devices regularly in order to ensure tension consistency.

Accumulation of yarn waste modifies tension. In the case of a direct cabling pot lid tension device, this could lead to incorrectly cabled yarn. For a creel tensioner, such as a dial storage tensor or double tension device, this can cause breakouts from improper reserve wrap.

Missing, chipped, or broken components such as ceramics also affect the device tension. If the device has springs, the springs can relax depending on the stresses and temperatures that are regularly encountered. This, coupled with the amount of time the springs were under the higher stresses and temperatures, can lead to spring relaxation. Even under normal room temperatures, a spring will relax over time when stressed regularly.

Buildup is another factor that can influence tension consistency. Buildup can occur on the inside of tension devices, such as the dial storage tensor, and may not be noticeable by just visually inspecting the device.

Epic can evaluate and service dial storage tensors from various suppliers and calibrate them to consistent tensions. Please contact Epic if you are interested in an evaluation!

CUSTOMER TESTIMONIALS

One of our customers recently remarked that he loves getting all the parts he can from Epic. He came to the conclusion that the Epic CD is great, once our salesman taught him how to use it. He loves the pot exchange program and is very happy with the spindle repair as well!

LOOKING FOR MORE CUSTOMER TESTIMONIALS?

View more testimonials on our website at <http://www.epicenterprises.com/testimonials.html>.

Epic Enterprises, Inc.

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