

Readers' Forum

Repair facilities

I couldn't help but chuckle a little upon reading *Check list for choosing a repair facility* in the October I&A department. Irving Wiener makes good sense with his six important points, and I agree with him. However, customers should go a little beyond a few bells and whistles in their search. Let's face it, there are many quality independents out there — but some shoemakers as well.

A case in point: a local customer with about 100 Moog servovalves in the shop — who formerly dealt with one of the large independents — would send out three or four of these servovalves for repair each and every week on average. Our company, the Moog distributor in this area, finally convinced this customer to send the Moog servos back to the manufacturer for evaluation and repair. During a 6-month period, almost 100 previously "repaired" servovalves were sent to Moog, evaluated, serviced, and returned to the customer. During the ensuing six months, only two servovalves had to be sent out for repair by this customer. The savings during that period: \$72,800.

In addition, Moog initiated a tracking system which provides the customer with a complete record indicating when each and every valve was repaired previously, how long it was in service, when it next needed repair, and what the possible cause of failure was.

This is not to be construed as an indictment of all independent service shops, because there surely are some very good ones; but among the problems many component manufacturers find is the use of non-factory parts, substandard testing equipment, and sometimes, poorly trained employees. My tip to Mr. Customer: take a good, hard look at who will be doing your service work and ask the difficult questions.

Do we have an axe to grind? Nope! We are an independent repair facility — and have been for the past 40 years.

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