



The American Weigh

American Scale Corporation

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In this issue:

Weighing in on	1
Staff Profile	1
Customer Comments	2
Equipment we Service	2
ISO/IEC 17025 Accreditation	3
Scheduled Inspection Agreements (SIA)	3
Cert-Star	4

WEIGHING IN ON SERVICE

A trusted and reliable service supplier is absolutely necessary to keep your business moving. At some point though, all machinery needs repair for one reason or another. American Scale is committed to providing the highest quality service support for all of your weighing equipment. Our service department consists of a knowledgeable and professional staff of state-certified, highly-skilled technicians trained in all areas of installation, calibration, diagnostics and repair.

You can count on American Scale to keep your production and equipment running smoothly and efficiently. Whether on-site or in our lab, our experienced team of technicians provides the calibration and repair services that match your workload, timetable and budget needs.

Professionalism by the Pound

Your weighing application depends on an accurate, reliable scale and American Scale is your partner to ensure your systems are fully operational and accurate. We provide expert service for a wide range of weighing equipment. Our factory trained technicians keep your equipment operating at peak efficiency. You can trust your weighing equipment to our experts with an accumulative total of over 230 years experience in the weighing industry.



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GET TO KNOW US...

It's always nice to know a little about the people with whom you do business. To help everyone learn just who we are, we will introduce and profile a team member in each newsletter.

Paul Chamberlain

**Service Manager—
Evansville**

Birthplace: Hazel Crest, IL
Currently: Tennyson, IN

Education:

High School, Grant Park, IL
ITT, Indianapolis, IN—Electronics Associate Degree
Diesel engine and diesel injection pump repair
Numerous programming, repair and sales classes for Rice Lake, GSE and other scale manufacturers

Family:

Paul is very proud of his four children ranging in age from 20 to 31; three daughters—Dachelle, Nichole and Page, one son—Damon.



What are some of the other jobs you have had throughout your career?

I worked for the streets and sanitation department in Grant Park, Illinois. I worked for Triangle Diesel rebuilding injection pumps and engines. I ran a blast freezer on a loading dock. I've also had several positions in the scale industry; including technician, service manager and sales manager.

How did you first become involved in the scale industry?

In 1985, the scale company testing the scales at the loading dock where I worked asked me who had set up the printer operation on the floor scale. I mentioned that I had and asked why, are you hiring? Thus, my illustrious scale industry career began.

What do you like most about your job?

Working with different situations almost every day. Repairing broken equipment and assisting customers improve their business keeps me on my toes. There is never a dull moment.

What do you find most challenging about your position/ the industry?

Keeping up with new technology is never-ending nowadays. Finding, training and keeping quality technicians is a challenge in this industry as well as many others.

"Courteous treatment will make customers a walking advertisement."

J. C. Penney

What our Customers are Saying

We are very fortunate to have appreciative customers who are willing to share their experiences with American Scale.

Westlake

Chemical—"We are completely satisfied with ASC Technician Service and the timely response they have always given us. We had a poor equipment design and American Scale came in and fixed the mess so that we now have an operational scale that gets as much traffic per week as any quarry scale. They have not let us down when we needed them the most and my management appreciates that level of customer service." **Mike Fields**



Westlake
Chemical



UPS SCS—"I am extremely happy with American Scale. My emails and calls are always answered in a timely manner, the technician shows up when we are told he will be here, and is dressed appropriately. If I ever have any issues you all are quick to fix them. 100% satisfied." **Kim Rafferty**



Rice Lake Weighing / Con-way Freight—

"I received a call from a gentleman at Con-way regarding your service at Con-way in Louisville. Apparently he was extremely impressed with the service, repairs and installations you have completed at the terminal. During the years we have been doing national service, this is the first time one of the national accounts has called specifically to compliment a dealer. He has never walked into a terminal and not called me with some issue that needs to be fixed. He said a couple times over that there was not one little thing wrong with the scales that he could find. With that said, he was impressed!" **Chris Olson,**
National Accounts Service Manager,
Rice Lake Weighing Systems

RICE LAKE WEIGHING SYSTEMS



Red Spot Paint & Varnish— "There is nothing negative I can say. American Scale addresses our critical scale breakdowns in less than 24 hours, they don't quit until the job is done, they are knowledgeable, courteous, attentive, helpful with suggestions, willing to do anything for us, look for the most cost effective products, build in efficiencies, minimize disruptions to our production, etc., etc. To sum it up, my confidence in American Scale only grows stronger and stronger. I couldn't ask for a better rapport with a company than what I have with American Scale. My expectations continue to grow, and American Scale meets them." **Shannon Martin**

American Scale services a broad range of products for weighing and measuring "anything from a fly's wing to a moving freight train."

Below is a summary of the types of equipment American Scale is capable of servicing.

- Agriculture Scales
- Analytical Balances
- Bench Scales
- Checkweighers
- Counting Scales
- Crane Scales
- Conveyor Scales
- Dynamometers
- Explosion Proof Scales
- Floor Scales
- Food Scales
- Force Gages
- Forklift Scales
- Healthcare Scales
- High Precision Scales
- Hopper Scales
- Lab Balances
- Mechanical Balances
- Mechanical Scales
- Micro & Semi-Micro Balances
- Moisture Balances
- Quarry Scales
- Rail Scales
- Reactor Scales
- Shipping Scales
- Tank Scales
- Truck Scales
- Warehouse Scales
- Wash Down Scales
- Wheel Weighers

To inquire about individual equipment or schedule service **contact us** today.

GET TO KNOW US... (Continued) - Paul Chamberlain

What do you consider the most significant changes in the industry over the past several years?

Internet sales and imports, as well as keeping up with the programming of new systems.

What do you think will change over the next 5 years?

More integration of scales into automatic production lines. Scales and their uses will become more highly technical and more accurate. There will also be more competition from the internet.

If you weren't selling scales, what would you be doing instead, or what would your life be like?

I would be in some kind of hands-on repair or installation of equipment. I would like to think my life would be about the same, unless I was making "a lot more" money. LOL

What do you do when you are not working?

First and foremost, I love spending time with my family. I'm an avid outdoorsman and enjoy getting dirty. I ride street bikes, dirt bikes and four wheelers. I also enjoy shooting at the gun range, and when I have the time I squeeze in some fishing as well.

If you could visit anywhere in the world, all expenses paid, where would it be and why?

I guess it would be a toss up between Switzerland and some tropical island. I would like to see the mountains and try the laid back island life with a view.

If you could live in any other time, when might that be and why?

During the 1950s and 1960s, the U.S. had a large amount of growing industry and this was also the start of some great muscle cars.

If you could have dinner with two famous people from history (alive or dead), who would they be and why?

I think **Ronald Reagan** was a great president and I admire many of the things he said and did. **Sean Connery** for me is the best actor alive and I wouldn't mind spending some time with him.

What are you most proud of?

In short, MY CHILDREN.

In summary, what makes you feel best about your future?

I enjoy what I do, and try to have as much fun as possible while I can.



ISO/IEC 17025 Accreditation

American Scale is proud of our long commitment to quality. We meet or exceed all federal, state, local and applicable standards that pertain to our industry and customer needs.

We are **ISO/IEC 17025** accredited, which is an International Standard designed for the accreditation of Testing and Calibration Laboratories. It includes quality management system requirements along with technical requirements to ensure that each laboratory is equipped to perform particular tests and calibration activities. Whether you are in need of an audited calibration or a standard calibration, you can rest assured that American Scale will provide quality service on every piece of your equipment.

ISO/IEC 17025 accreditation offers many benefits:

- Demonstration of a well-established quality management system producing reliable and competent test and calibration results.
- Reduction of the amount of supplier or regulatory assessments required.
- Competitive advantage in the marketplace
- International Recognition of test and calibration



**PERRY JOHNSON LABORATORY
ACCREDITATION, INC. (PJLA)**

We are accredited through Perry Johnson Laboratory Accreditation, Inc. (PJLA). PJLA is a private organization, offering third-party accreditation services for testing and calibration laboratories. They are a fully recognized accreditation body by the International Laboratory Accreditation Cooperation (ILAC) and by the Asia Pacific Laboratory Accreditation Cooperation (APLAC) to provide testing and calibration accreditation services. Check out their website www.pjlab.com for further information.



[View our 17025 certificate and scope](#)

Count on our Service



We are committed to understanding your particular applications and service requirements. We can assist you with decisions on which maintenance program best suits your needs.

We are proud to offer:

- ⇒ **High quality** support for most makes and models.
- ⇒ Preventative maintenance programs to **maximize efficiency** and reduce costly breakdowns.
- ⇒ **Scheduled** test and calibration inspections to keep you accurate and ISO compliant.
- ⇒ Scale **reports** and calibration **certificates**.
- ⇒ **11 state-licensed technicians** in KY, IN, IL and TN.
- ⇒ **ISO/IEC 17025** Accreditation services
- ⇒ **24/7 rapid response** time for on-site emergency services
- ⇒ **30 years in business**
- ⇒ **3 certified heavy-capacity** test trucks and test carts equipped to enable us to make immediate repairs.
- ⇒ **RF ID** systems
- ⇒ **Bar-coding** systems
- ⇒ **Crane / Hoist and Dynamometer** testing
- ⇒ **Material Handling**
- ⇒ **Custom Programming**
- ⇒ **Fabrication**
- ⇒ **Short term rentals** of bench scales to truck scales, as well as test weights.

Scheduled Scale Inspection American Scale

SCHEDULED INSPECTION AGREEMENTS

What are Scheduled Inspection Agreements?

Scheduled inspections are crucial to extending the life of your weighing equipment. A thorough periodic inspection by our trained technicians can spot potential problems and reduce costly downtime.

American Scale offers Scheduled Inspection Agreements (SIA) with several frequencies and will work with you to determine the best schedule for your particular applications. Our technicians will perform routine maintenance, as well as clean, check and calibrate the equipment. We provide the **Cert-Store**, in which calibration certificates can be accessed securely from our website - www.american-scale.com

In the next few months we will be moving to an electronic method of recording and storing all calibrations. Don't be surprised to see our technicians using a tablet instead of paper during your next inspection. More information on this system will be provided very soon.

What can we calibrate and service?

Our technicians have over 230 years of combined experience in calibrating equipment in most industrial environments. They know how vital accurate weight measurements are to your production line and bottom line. We get the calibration right.

Why should you have an SIA?

Continuous Use—The weighing element of operating scales deflect to give the operator an accurate weight measurement. Over time, the weighing element has a tendency to deviate from its original position and display inaccurate weights. Regularly scheduled calibration and inspection can prevent these weighing errors.

Quality Control—Calibrating your scale verifies that your company receives the correct weight from a supplier or vendor, and also verifies that you are sending out the correct weight to your customers or suppliers. Money is wasted by not having scales checked for accuracy regularly.

ISO Verification—Having your scales checked on a regular basis helps meet ISO requirements. A certificate of calibration and calibration sticker are provided for each scale. Certificates of calibration help maintain ISO records for calibration and periodic maintenance.

Prolong Scale Life—Scale equipment checked on a regular basis will more than likely have a longer life. Preventive maintenance is recommended by all scale manufacturers.



Platform scale and indicator provided for Breeders Cup at Churchill Downs

Contact us if you have questions about the services mentioned above, or if you have a unique application that needs attention.

American Scale Corporation
3540 Bashford Ave
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Visit us on the web

american-scale.com



Online Calibration Certificates



The **Cert-stor**, an exclusive program for American Scale customers, provides immediate access to your scale calibrations through our website. The past 5+ years are available on our secure server and filed by company, location (if more than one), year, month, and inspection or repair date.

Features / Benefits

- Secure—access to calibration certificates online via password-protected and secure website.
- Cost Savings—eliminates the need to manually create, file, store, retrieve and print scale calibration certificates. Overall efficiency and productivity of your entire business operation is improved.
- ISO audit friendly— ISO-Certified companies have better control of your own calibration data ensuring your ISO audits proceed smoothly, giving you a greater return on your ISO investment.

How it Works:

- Go to www.american-scale.com
- Click on the **Cert-stor** logo (shown above)
- Logon using ID and password
- **OR**
- Click on the **registration form** link. Complete registration form, print, fax to 888-515-6201 or email janet@american-scale.com
- You will receive an email confirmation with viewing and download instructions, along with your personal ID and password.
- When your certificates are ready for viewing, you will be notified by email.