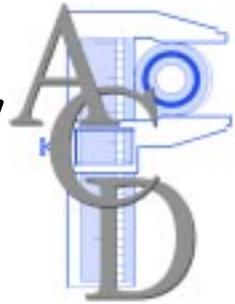


# DePuydt Daily



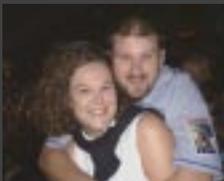
Hydraulic • Pneumatic • Packing & Seals • Standard • Metric

January-February 2001

Volume 7, Issue 1

## Spotlight

This section is dedicated to the introduction of our A.C. DePuydt family members.



**Darren Held**  
Vice President of Operations

"When I started at A.C. DePuydt 6 years ago, I couldn't believe that there was not a single computer in the office." In fact the only technology was 2 or 3 typewriters and a calculator at every desk. Since then, one of Darren's primary jobs has been the deployment and up-keep of all the technology we now employ. His VP job also involves insuring that the everyday operations (continued on p2)

## Trailer Kits



Ready for display at your shop! (Front & back shown)

By Darren Held

Do you repair trailers? If you do, we want to help. We now carry five kits for small axle assemblies. Each kit comes with bearings, seal, dust cap and cotter pin, for complete axle repair. And all come

packaged on a card for easy display. These kits are used on trailers for boats, snowmobiles, motorcycles, utility and water sports. If you've got a trailer to repair, we've got your kit. Give us a call!

## Time For a Change

By Darren Held

Change is always difficult, and in fact its often impossible. But if you have the will and the resources, change can become a reality. This year, A.C. DePuydt will make a significant change. No, we're not changing our name, address or phone number. And we're not changing the product we sell or the people who sell it. The only thing we are going to change is our service and your satisfaction. It is our

mission to increase your satisfaction by offering improved customer service. Our current action plan will address this in four areas. First is operational reorganization. We've already started by moving Bryan Fort from the warehouse to the order desk. This move has two intended results. It reduces the time you spend waiting to speak with a sales associate, while allowing us to move Arnold Calderon from the order desk, so that he is

able to focus on identifying and sourcing custom and hard to find parts. Arnold will continue to provide crucial technical support, while heading the creation of an electronic library of manufacturer's specs, groove dimensions, fluid compatibility, and any other relevant information.

The second area is customer knowledge. With a new product guide and improved web site on the horizon, we are moving towards giving you the tools needed to make the best educated decisions when choosing seals and packing for all of your hydraulic and pneumatic applica- (continued on p2)

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If you use JM Clipper seals, call us, we're an authorized distributor!

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## Change cont.

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tions. And as our electronic library grows, it too will be integrated with our web site, empowering customers with vital information, 24 hours a day, 7 days a week.

The third area is response time. With expanded use of e-mail and the internet, we are working towards finding faster ways to communicate, not only with our customers, but with our vendors and within our own operations.

This will result in quicker responses to all of your quote requests.

The final and most important area is customer feedback.

The only reason we are in business is to assist you, our customer. Without your comments, complaints, or suggestions, we will never know what we can do to make you 100% satisfied.

Its true that we will not be able to act on every communication that we receive, but we will acknowledge and consider everything you share with us. We want you to know that your opinions are valuable to the relationship between your business and ours, and we look forward to any and all future feedback. Please direct any comments, complaints, or suggestions to Bob Gallwey or Darren Held at (323)721-4800 or e-mail us at [bob@acdepuydt.com](mailto:bob@acdepuydt.com) and [darren@acdepuydt.com](mailto:darren@acdepuydt.com).

To fulfill this mission of improved customer service and increased customer satisfaction, we all need to make some changes, and now is a great time to start.

## Product Info: Spiral-Wound Gaskets

By Darren Held

A.C. DePuydt is proud to introduce a new line of spiral-wound gaskets from Leader Gasket.

Leader Gasket manufactures spiral-wound and other metal gaskets which meet both industry and individual specifications. Their gaskets are available in a full range of styles and in all varieties of materials.

Styles available include;  
**LG-11** *Spiral windings only*

These gaskets consist of winding with no inner or outer ring.

**LG-13** *Spiral windings with outer guides*

Available in standard sizes and to customer specification, the LG-13 style consists of winding with an outer ring.



**Spiral-Wound Gaskets**

**LG-14** *Manhole and handhold gaskets*

Designed for standard manhole cover assemblies, as well as boiler handholes and tubecaps.

Common shapes include round, oval, obround, pear, diamond, rectangle and square.

**LG-IR** *Inner rings*

Styles LG-11-IR and LG-13-IR

include a solid metal inner ring. The inner ring is designed to minimize turbulence in process material flow and to prevent inward distortion of the spiral-wound gasket element.

**LG-HE** *Heat exchanger ribs*  
Styles LG-11-HE and LG-13-HE gaskets include jacketed ribs in any configuration attached to the inside diameter of the spiral winding to serve as a partition for heat exchanger applications.

For convenience, Leader Gaskets are color coded to differentiate material:

304SS	Yellow
316LSS	Green
321SS	Turquoise
347SS	Blue
Alloy 20	Black
Carbon Steel	Silver
Hastelloy B	Brown
Hastelloy C	Beige
Inconel	Gold
Monel	Orange
Nickel	Red
Titanium	Purple
Leaderfite*	Pink stripe
Flex graphite*	Grey stripe
PTFE*	White stripe
Ceramic*	Green stripe

\* These are filler materials.

Leader Gaskets have over 100 years of experience, and can meet any gasket requirement, including special orders.

Call us at (800)64-SEALS, or e-mail us at [sales@acdepuydt.com](mailto:sales@acdepuydt.com) for all your gasketing needs!

**Want to learn more about Leader gaskets? Go to [www.leadergasket.com](http://www.leadergasket.com) for more information.**

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of the company are in working order. "It's vital for a business to evolve. If you want to stay in business you need to be able to change, to keep up with industry trends." Darren is also heading up a new marketing and information campaign that should prove to be "one of the biggest changes our customers will see this year".

Darren makes his home in Pasadena with his wife and their 3 year old labrador. When he's not doing home restoration or yard work, he enjoys taking in Dodger games, cooking, and "hanging out" with family and friends.

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