



PRECISION SCALE NEWS

Summer News

Welcome to the Summer Edition of the Newsletter.

Precision Scale has enjoyed its busiest spring and summer in some time. The recession hit Precision like everyone else in Alberta; these past five months became a time of great learning and sowed the seeds of change in our company. The axiom in the scale business has always been “In good times companies buy new scales and in tough times they fix the old”. The axiom proved correct once again and to meet the demand everyone in the company moved into service, from the sales team lead by Howard Pettigrew, our General Manager, to the fabricators - they all put their coveralls on. We have worked hard at Precision to build a strong team approach to solving problems and meeting our customer’s needs and this spring was no exception. Everyone pulled together and we met the needs of our customers in a timely fashion.

Fabrication of new truck scales slowed after a brief flurry at Christmas and by February we were building for ourselves. The result was we added three new 10 x 80’ portable truck scales to our rental fleet, just in time too as demand picked up for rentals.

Service grew not only with the assistance of the sales and fabrication support, we are also please to inform our customers John Cranton joined Precision Scale and after a period of integration was appointed Service Manager. In keeping with one of our key value propositions “Continuous Learning and Improvement” John brought new ideas and energy to the service department.

Precision expanded its sales reach into the Middle East this winter with two truck scales going into an oil services battery in Kurdistan. Sales into Iraq brought new challenges to us as we looked to support our weighing systems from Canada and train new users on the equipment. Training in different languages and cultures proved a challenge and one that took time and two trips to the job site to build a solution. Today the equipment is operating successfully, the sales person/technician automated the truck in/out process to simplify the process. It effectively bridged the language barrier at the scale shack.

Summer News

Pettigrew’s Perspective

Riley’s Read

Cranton’s Chronicle

Teckie Tip – John M.

Tex’s Adventure in Iraq

Calgary



Precision Scale Calgary continues to experience strong growth as more and more customers are discovering our strong commitment to meeting our customers needs and to deliver what we promise on a timely basis. Growth in Calgary is requiring we look for a larger facility and that process is now underway. Calgary secured a major product roll out from an international customer. The customer was looking for a scale company that had strong Measurement Canada training and strength in software deployment, both strengths of Precision, the rollout was through out Western Canada and was completed in four months with well over a 100 locations scattered across three prairie provinces.

Business is picking up in Alberta and the prairies, manufacturing has not seen this level of activity since this time last year. New service programs under the capable leadership of John Cranton are unfolding and are gaining acceptance with our customers as they like the changes. Leadership at Precision continues to look for new products and services to support our customers. We are currently well into the development of the 2010 Business Plan with the individual departments projecting positive but cautious growth for the next year. I welcome your thoughts and feedback, as we constantly look for ways we can improve.

Jerry Gunn

President

Pettigrew's Perspective



Here we are over half way through our summer...won't be long before the trees turn red and gold. We enter the fall with a positive outlook and optimism. We weathered the economic storm, we believe the worst is behind us. This last 9 months some departments experienced a marginal drop in revenues, however by being vigilant with our spending, and tightening up in some areas, the company overall faired very well, and profits were maintained. Current activities are very good with truck scale manufacturing currently booked to early October. Our marketing and promo plans continue as intended with trade shows, PR work, advertising and mailers.

The question was raised recently, "why do people choose Precision Scale over other scale companies?". After much discussion we honestly believe that people **trust** our company and our employees, and they rely on us. We are also considered a good value for their dollar.



We want to officially acknowledge and welcome John Cranton as our new service manager. John hails from a small town in New Brunswick, and has 30+ years of scale experience. John will work along side Tony Vu to expand and tweak the service department. John brings with him some fresh and unique ideas to improve efficiencies and stabilize activities within the department.

In our last newsletter we were planning to retire the old Western Star (the 'Millennium Falcon'). Well, we changed our minds and managed to revive her at an affordable cost. We've also expanded our service fleet by adding another new T800 Kenworth with brand new Hiab 125 picker, and also a new Ford E250 cargo van fully equipped with shelving, most common loadcells, indicators, printers, replacement parts, cable/wire, and a comprehensive assortment of tools.

We want to bid a fond farewell to a very close friend and co-worker Jean-Pierre Stelter (JP) who was killed in a motorcycle accident in July. JP was a top notch journeyman welder who was meticulous in his work and took great pride in everything he built. JP was also our safety supervisor. We really miss him, and we extend our heart felt condolences to his parents and family.

Howard Pettigrew
General Manager





Riley's Read

What a great year we are having in the area of "Quality", we have upgraded from ISO 9001:2000 to the new standard ISO 9001:2008 the ISO audit was conducted over 2 days was outstanding, no non conformances were given. This all adds up to a company which is accountable, responsible and above all reliable.

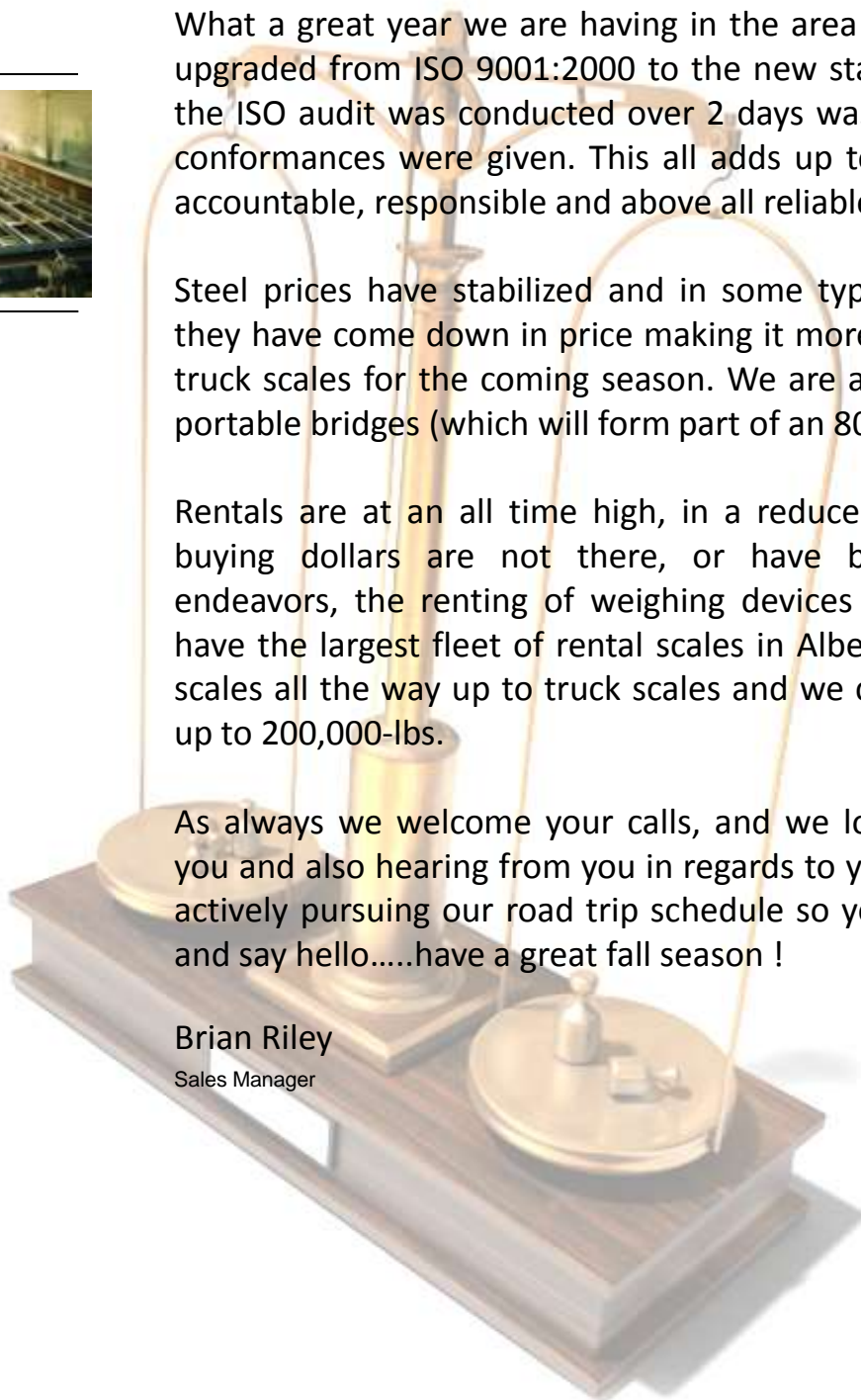


Steel prices have stabilized and in some types of beams or plate they have come down in price making it more affordable to look at truck scales for the coming season. We are at present building 30' portable bridges (which will form part of an 80' or 90' truck scale).

Rentals are at an all time high, in a reduced economy when the buying dollars are not there, or have been used for other endeavors, the renting of weighing devices is a wise choice. We have the largest fleet of rental scales in Alberta; from small bench scales all the way up to truck scales and we can also weigh vessels up to 200,000-lbs.

As always we welcome your calls, and we look forward to seeing you and also hearing from you in regards to your successes. We are actively pursuing our road trip schedule so you may see us stop in and say hello.....have a great fall season !

Brian Riley
Sales Manager





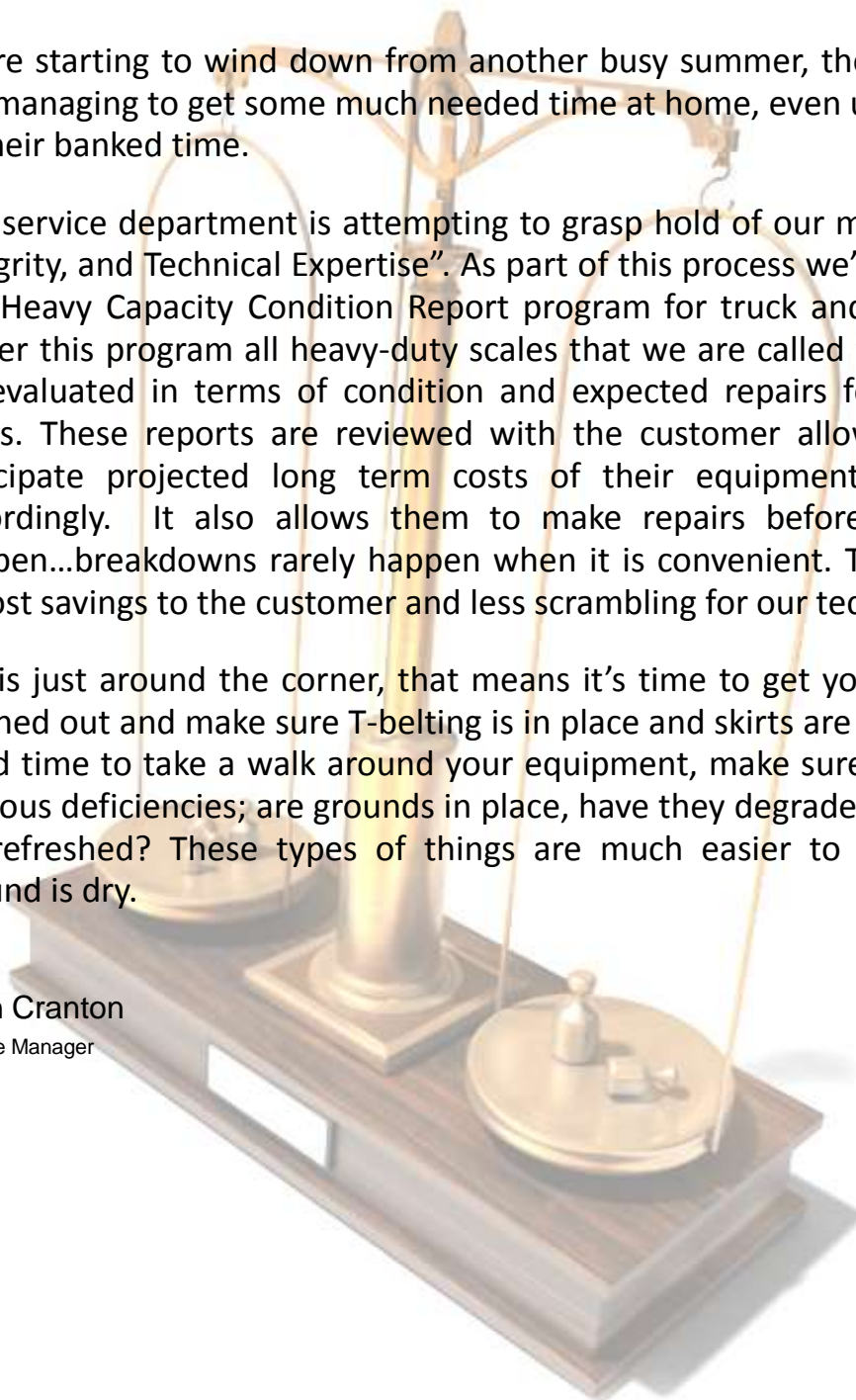
Cranton's Chronicle

We're starting to wind down from another busy summer, the service guys are managing to get some much needed time at home, even using up some of their banked time.

Our service department is attempting to grasp hold of our motto "Quality, Integrity, and Technical Expertise". As part of this process we've introduced our Heavy Capacity Condition Report program for truck and track scales. Under this program all heavy-duty scales that we are called to service will be evaluated in terms of condition and expected repairs for the next 5 years. These reports are reviewed with the customer allowing them to anticipate projected long term costs of their equipment and budget accordingly. It also allows them to make repairs before breakdowns happen...breakdowns rarely happen when it is convenient. This will result in cost savings to the customer and less scrambling for our technicians.

Fall is just around the corner, that means it's time to get your equipment washed out and make sure T-belting is in place and skirts are on. It is also a good time to take a walk around your equipment, make sure there are no obvious deficiencies; are grounds in place, have they degraded and need to be refreshed? These types of things are much easier to do when the ground is dry.

John Cranton
Service Manager





Teckie Tip, by John Marshall

“LOCATION LOCATION LOCATION” This statement has become familiar because of TV Real Estate programs and a Business self help book of the same name.

In the scale business location of the scale is important but of greater importance is how the scale is maintained once it is installed. MAINTAINENCE of a scale is key to the scales longevity.

I recently had the opportunity to work on a scale that I first met about eleven years ago. This was a portable truck scale that is checked every time that it is moved to a new location which can be as often as about ten times in a season and is in exceptional condition considering its age. It is well maintained and kept clean.

Cleaning a truck scale involves making sure that there is no dirt build-up at the ends of the scale. This is done by removing the hatches over the loadcells and using a trowel to remove the dirt from the end and around and under the loadcell. If the dirt is packed too tight it may require the use of a pressure washer. This should be done at least twice a year in the spring and the fall and more often if needed depending on the location.

Maintenance and cleaning of a warehouse platform scale is just as important Under the scale should be checked and cleaned on a regular basis to make sure that there is not a build-up of dust and debris. Also the cables should be checked for damage as a result of being crushed if the scale is moved or hit by a forklift.

Regular maintenance and calibration of a scale will provide its own dividends and rewards.

John Marshall

Senior Technician



TEX'S ADVENTURE IN IRAQ

As of June 5th 2009 Precision Scale has completed the installation of two fifty-five foot truck scales in Erbil, Iraq. This was our first opportunity to show our pride in craftsmanship to the Middle East. We received the order in early November 2008 for two forty foot portable truck scales, which were to be plug and play (turn-key). We delivered late November and the scales were sent overseas. In early January we received word that the scales were too short for their application, what can we do? It was decided Precision Scale would provide blue prints for scale extensions which would be built in Turkey saving time and money. Once fabrication was completed in Turkey, I would fly to site in Iraq to over see the installation and calibration of all weighbridges; in and out in about a week was our best estimate. After about forty hours of travel and layovers I was on site and being escorted by security to the scale site. Within two minutes of arrival the problems started: the scale extensions that were built in Turkey didn't match the blue prints Precision provided. This was going to be a little more difficult than we anticipated. After THREE WEEKS of modifications, scrounging of material, bad communication (I don't speak Turkish) and a brief four hour unwanted stop by local villagers (we were detained by locals and used as bargaining chips) we were ready to install scales on to the provided foundation, which was also not done to spec. After much debate we decided to convert the portable scales to permanent by removing the sub-frame and grouting the scales onto foundation. This solved all of the problems with foundation and we were able to complete install and calibration. With a basic weigh-in weigh-out system, I demo'd the system to their operators. We discussed options to improve this system by making it PC based and left it at that. I boarded my plane the next day and finally headed home.

After arriving home I started talks with Tony Vu and he developed custom software for their facility. We relayed information and prepared two desk top PC's and two industrial printers to be shipped. When we received a call that they needed me on a plane A.S.A.P I was on a plane a few days later and off to hook-up and demo the new hardware and software. Once on site the operators were complaining of problems with the scale - after about 5-minutes of diagnostics I discovered that someone had tampered with the parameters which altered the primary functions of scale.



While waiting for the 'soon-to-arrive' computer system, I found a few odd jobs and activities to keep busy, and the next, and the next, and the next - while still waiting for the equipment to arrive. These odd jobs ranged from electrician, pipe fitter, carpenter, labourer, etc. We were finally notified that the equipment was in customs due to new policy changes. We finally received all of the equipment, and it was installed and demo'd in short order. After all tests were completed and everyone was happy, I boarded my plane happy in the fact that I had competed my job to the best of my ability with what I had or could find to still maintain Precision Giant Systems Inc. high standards and quality.

I do look forward to many more opportunities to travel and work all over the world. My experience with the Middle East (Erbil, Iraq) was a very positive one and has left me wanting to see much, much more. I found the people and culture to be very welcoming and interesting.

Until next time

Randall (Tex) Ott





Calgary

With the worst spring and early summer the majority of the modern world can remember the small Calgary office was still ticking away with sales and service at a steady pace. Precision was pleased that sales and service increased from the quarters past, we credit this to increased recognition in the Southern Alberta market place and our strong commitment to quality service.

Q. Why is your service/ sales increasing?

A. At Precision we believe it our recognition in Alberta market place is increasing and companies are finding an alternative to their current scale company. One of the biggest draws we hear from new customers is our commitment to service. With our factory training room in Edmonton to our weekly/monthly held training courses we push our techs to demand excellence and train our techs on all types of equipment not only Precision Scale equipment. Currently we have 10 technicians operating in Alberta for a combined service reach in western Canada.

Q. How does Precision Scale offer service in Western Canada?

A. Precision Scale has the manpower and the equipment to complete service in multiple locations in western Canada. For example one of our largest service contracts has 97 plus locations in 4 provinces were able to complete scope in a cost effective manner, we are expanding the contract to include extra locations for the second year.

Calgary News: Precision Scale Calgary has purchased a building. A building was the logical next step to meet and demands of our customer base. This new service/sales bay will be 100' long and 30' wide with two levels of office space. With completion of the bay a open house will be advertised in this news letter plus mailers to all of our customers to come have a look with a BBQ lunch and cold refreshments.

With the addition of the Calgary building Precision will be looking for great staff to expand the operations and Precision's reach in this competitive market place. If you are that great employee or know one who is please contact myself at 1-403-284-0026. We think you will enjoy the challenges of Precision Scale.

Staying busy!

Aaron Gunn

Calgary Branch



WWW.PRECISIONSCALE.COM

PRECISION GIANT SYSTEMS INC.
7217 GIRARD ROAD
EDMONTON, ALBERTA
T6B 2C5
PH 1-780-463-0026
TOLL FREE 1-800-831-5657
FAX 1-780-463-0711

PRECISION SCALE (SOUTH DIVISION)
CALGARY, ALBERTA
PH 1-403-284-0026
FAX 1-866-906-0711

Customers choose Precision Scale for

QUALITY

INTEGRITY

TECHNICAL EXPERTISE



Measurement
Canada

Mesures
Canada

An Agency of
Industry Canada

Un organisme
d'Industrie Canada

SAFETY COR REGISTERED