

# The Conveyor

## Rubber Ron's Report



A recent holiday took me to Southeast Asia. I visited Singapore, Malaysia, and Indonesia. I went to a rubber plantation, saw the largest orchid garden in the world, and learned about customer service from a cab driver.

In Malaysia, I went to a rubber plantation. I found it quite interesting to see trees tapped for latex rubber. Malaysia is still

the third largest producer of natural rubber, but times are changing. Palm oil plantations are replacing the rubber fields. Palm trees grow clusters of walnut-sized pods that contain palm oil and palm seed oil in their centers. The crushed pulp from the husk and seed is used for cattle feed. In addition, the cattle can graze near and under the palm trees. The government of Malaysia is subsidizing the palm oil and cattle raising industries.

Our next stop was a 500-acre orchid garden. Talk about a sweet smell (actually, I prefer the smell of natural rubber). They ship the flowers by air freight to U.S. and European florists, and hotel chains use them on dining room tables. The orchids last up to 10 weeks and are less expensive than locally cut flowers.

When we arrived in Singapore on the last leg of our trip, I was impressed by the cultural diversity. Travelers are rarely "foreigners" here. The island city-state of 3 million people is the cleanest and most modern city I have ever visited. Nearly everyone speaks English while still maintaining his or her cultural traditions. Although the country has had its share of economic turbulence, it remains intact. I predict that this metropolitan country will even surpass Hong Kong as the financial center of Southeast Asia.

While in Singapore, I arranged to meet with a distributor that specializes in hi-tech, lightweight belting. He usually purchases rolls of belt that are 100 meters long (328 feet) and one or two meters wide (39 inches or 78 inches). He likes

shorter rolls because his warehouse office is on the eighth floor of a downtown high-rise. When we discussed our respective businesses, we easily agreed on the most important areas — belting, splicing, and customer relations.

Finally, I want to share an experience I had with customer service during my stay in Singapore. One of my cab drivers, Mr. Tan Ecktech, of Comfort Cab, displayed the company's motto on his front seat. The motto could easily serve as the mission and value statement for many corporations.

C	Caring
O	Observant
M	Mindful
F	Friendly
O	Obliging
R	Responsible
T	Tactful

**"I am the best person for the job, no one else can provide this service better."**

His cab was clean and the service quick and friendly. He inquired about our visit and destination. He gave us advice on how to make our trip easier, opened cab doors, and offered change back. As I reflected on the experience, I thought that this type of service is what we all want, but usually do not get. Instead, having a "Comfort" experience becomes a pleasant surprise. The goal at R & P is to reflect these values and give you, our customers, this kind of service.

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# Why Too Kay?

## R & P Computer Update

R & P closed out its fiscal year March 31, 1999. At the same time, we retired our old "Datamar" system to magic cyber dust. The system served us well for many years, but it was time to update our technology. We installed our new file server and "Sage" accounting program and ordered new PC's. We will network our entire system with Windows NT. Then, we will tackle inventory, order entry, and electronic commerce.

Be wary, another critical day looms on September 9, 1999. 9-9-99 may cause glitches in some computer systems.



*"My computer just made a mistake, but it's blaming it on your computer!"*

## Employee Profile



**Craig Lucas**

Outside Sales Representative

Craig Lucas joined R & P 13 years ago and since then has covered all the bases. First, he started in warehousing and was a belt slitter operator. He worked in fabrication and helped start our cleating process. In addition, he has doubled as an inside sales representative and as a field splice mechanic. Over the years, Craig expanded his knowledge by attending the National Industrial Belting Association's (NIBA) educational seminars on belt design and splicing.

...serving as a sales representative, calling on Portland accounts one day a week. Now, as a full-time outside sales representative, he will use his extensive background and versatility to help new and existing customers with their belting applications and purchases.

On the personal side, Craig and his wife Karrissa have two children, 10-year-old Bradley and 7-year-old Brittainy. Craig coaches soccer and Little League baseball. His hobbies include hunting, fishing, boating, and snowmobiling.

Craig is a committed professional — committed to his family, his business education, and his customers. We certainly hope that Craig stays with R & P for another 13 years.

Five years ago, Craig became R & P's Production Manager, in charge of manufacturing. Last year, he also began

## For Sale – Used Vulcanizer Press

Shaw-Almex Model Number: RC-66-10 (66" wide x 120" long)

Serial Number: 771-1062

Power Requirements: 48 amps@480V 3 ph

The press was previously owned by a mining operation. We estimate that it has operated for under 100 hours. The machine is in very good condition and available for inspection in Denver, Colorado. Also, you can see additional photographs on our web site at [www.conveyorbelt.com](http://www.conveyorbelt.com).



**Replacement Cost: \$120,000 US\$**

**OUR PRICE: \$49,000 US\$**

**We will consider any serious offers.**

**Call Toll Free: 1-800-234-2358**

## Troubleshooting Belting and Conveyor Component Problems Related to Material Buildup

The following is a quick guide to common problems and solutions for reducing material buildup on belting and conveyor systems.

### Problem

The belt transports sticky material, resulting in material buildup on the snub pulley and return idlers.

### Solution

Install a belt cleaner at the head pulley. Scrapers that have a continuous, even contact with the belt work best. Apply rubber lagging to the head and snub pulleys. Cover the return idlers with rubber or plastic sleeves to repel buildup.

### Problem

The belt runs to one side for a long distance.

### Solution

Off-center loading from material buildup in chutes often causes this problem. Use chute lining (i.e., rubber) to provide wear resistance and a good flow of material.

### Problem

The belt runs off at the head pulley.

### Solution

Material spillage can allow buildup between the head pulley and the belt, causing mis-tracking. Use profiled lagging on

the head pulley to repel wet and sticky materials and to increase the friction values between the head pulley and belt.

### Problem

There is excessive wear on the belt top covers and edges.

### Solution

Buildup on return idlers and snub pulleys causes top cover wear. Reduce these effects by using sleeves and smooth lagging on the snub pulley. Make sure that the loading is centered to eliminate mis-tracking and the resulting belt edge wear. Use impact idlers or slider-beds in the loading area with good quality skirting. Avoid using old belt for skirting.

### Problem

The belt splices are separating.

### Solution

Material can grind into the top cover and the small imperfections in a splice, sometimes causing a splice failure. Install good quality skirting, never used belt. Use a rubber belt plow to eliminate trapped materials between the belt and the tail pulley.

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**The only thing worse than not knowing  
when to give up, is giving up too soon.**

*-Unknown*

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#### **CONVEYOR BELT**

Heavy-Duty Rubber Belt  
Light-Weight Rubber Belt  
PVC, RMV Belt  
Roughtop (Profile) Belt  
Food Handling Belt  
V-Cleat Belt  
Mini-Chevron Belt  
Integrally Molded, Cleated Belt

#### **CUSTOM FABRICATION**

Cleated Belt  
Chevron Pattern (Open, Closed)  
V-Guides  
Corrugated Sidewall  
Vanner Edges  
Dewatering Belts  
Elevator Belts  
Specialty OEM Applications

#### **ADHESIVES**

Truflex/Pang Products  
Belt Splice Kits

## Product Line

Neoprene Contact Cement  
PVC Cement  
Urethanes

#### **CONVEYOR PULLEYS**

Drum Type Pulleys  
Wing Type Pulleys  
Motorized Drive Pulleys  
Vulcanized Lagging  
Roughtop Lagging  
Pad-Lag/Slide-Lag  
Magnetic Pulleys

#### **SHEET RUBBER, ETC.**

Skirtboard Rubber  
Crown Bar Rubber  
Pure Gum Sheeting  
Metal Back Rubber  
Chute Lining  
Neoprene Sheeting  
Urethane Sheeting

#### **CONVEYOR IDLERS**

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Return & Flat Carrier Idlers

Impact Idlers  
Self-Aligning Idlers  
Live Shaft Idlers  
Replacement Rollers  
Food Grade Idlers  
Sleeve & PVC Idlers

#### **SPECIALTY ITEMS**

Bolt-On Cleats  
Dock Bumpers  
Floor Mats  
Cut Parts  
Trailer Flaps  
Belt Scraper Blades

#### **OTHER SERVICES**

Conveyor Consulting  
Engineering & Technical Assistance  
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Belt Surveys  
Field Splicing, Repairs, & Installations  
Used Belts



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