



OSPREY



Newsletter

News and Information to help manufacturers who use process air systems Winter 2000

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Steve Southern Assumes New Role in Customer Service

Osprey recently elevated Steve Southern to the newly created position of customer service representative in our parts department.

Steve will work closely with the parts personnel at plants to make sure they always have what they need, when they need it.

Steve plans to visit each Osprey customer to identify their needs and seek ways of improving service. He will also assemble a database to track the parts provided to each customer and help ensure that Osprey customers always have vital parts on hand. Steve expects to have the database up and running

sometime during the first quarter of 2000. The new database will become a real value-added service for our customers.

Steve is an ideal choice to take over this newly created position. Having worked with Osprey since shortly after the company was established in 1974, he has a thorough understanding of Osprey systems and customer requirements. Steve managed Osprey's research and development department prior to taking his new position. He also has experience in production and sales with the company. 🌐

Osprey Meets Manufacturing Representatives From Around the World at INDEX '99

Osprey had the great opportunity to meet with hundreds of the key manufacturers from around the world during the four-day INDEX show in Geneva, Switzerland, last April.



"More than 1,000 delegates from over 50 countries attended INDEX '99," said Steve Smith.

Steve Smith, and Jim Harpole, David Ankenbrandt, Kirk Harpole, and Jeff Orwig represented Osprey at the event, which is held once every three years. 🌐

Osprey Meets Customers in Asia at SINCE '99

Osprey representatives met with manufacturing representatives from across Asia during the SINCE '99 conference and exhibition, which took place Sept. 23-24 in Shanghai, China.

"Asia is a fast-growing market, so SINCE '99 provided a great opportunity for Osprey to showcase our primary products and systems for customers and potential customers from China, Korea, Malaysia, Taiwan, the Philippines, Japan, and all over Asia," says Steve Smith. "Osprey also took advantage of the occasion to visit with customers in Asia who are unable to attend similar events in other parts of the world."

Steve Smith and Jim Harpole represented Osprey at the event, which takes place every two years. They were assisted by Osprey's entire team of representatives in Asia.

The event proved so successful that Osprey has already signed up to participate in SINCE 2001. 🌐

Osprey Returns to Asia for ANEX 2000 in Osaka, Japan

Plan now to visit Osprey's booth at the first-ever ANEX 2000 conference and exhibition, which will take place May 17-19, 2000 in Osaka, Japan.

Organized by the Asia Nonwovens Industry Conference, the event will be held every three years in rotation with the IDEA. An Osprey Representative will be on hand at ANEX 2000 to answer any questions you may have about air handling processes. You can also get the latest information about innovations that have come out of our Research & Development during the last year.

We look forward to seeing you in Osaka. 🌐

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What's New

- Osprey introduces new separation screen for Osprey "MS" series mechanical separators. These fine mesh stainless steel screens are diffusion bonded to a perforated stainless steel grid. The new screen provides up to 98 percent separation efficiency when fiber and dust are being transported and separated from the air stream.
- New Rotary Diverter Valve (RDV) cams allow additional choices in nozzle cleaning. The valve's flexibility is very beneficial when large material loading is present, or when old drum filters are retrofitted with RDVs.
- New bag trim system is simple and trouble free. The new system uses a tried-and-true Osprey Modular Lint Filter (MLF) chassis to drop plastic trim into a baler, box, bag, or other collection point. If necessary, the system can be connected directly to existing bagging equipment fans.
- Fluorescent lights offer advantages. Surface-mounted fluorescent lights last longer, are much brighter, and create less heat than other lighting alternatives.



In addition, electronic ballast allows one tube to continue operating even when another tube is out. 🌐

Osprey Production

Osprey Takes Steps to Minimize Installation Time and Ensure Zero Defects

Osprey began pre-assembling all equipment prior to shipment in May 1999. In addition, Osprey double-checks all component parts during a final inspection and conducts thorough fit checks before crating to ensure that every piece of equipment has the correct parts.

Our goal is to correct any manufacturing errors before a piece of equipment arrives at your plant - and ensure zero defects when the equipment goes into service. 🌐

Don Hoffman's R&D Experience Will Benefit Osprey Customers

Don Hoffman recently joined Osprey's research and development (R&D) department. Don's 14 years of experience in diaper manufacturing will make him a valuable asset to Osprey's R&D team. 🌐

New Vacuum Packing Will Reduce Shipping and Storage Costs for Osprey Customers

As an added service to our customers, Osprey Corporation will begin vacuum packing filter materials in January 2000.

"Because the filter media are extremely light, shippers usually base charges on the amount of space the material takes up, rather than how much it weighs," says Bill Smith, manager, Osprey parts department. "Vacuum packaging the material will reduce freight costs by reducing the volume of the material."

By reducing the size of the material, Osprey will also enable customers to reduce the amount of warehouse space devoted to storing their filter media.

"Osprey looks forward to providing our customers with this additional value at no additional cost," says Steve Southern, Osprey customer service specialist. 🌐



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