



LONGO INDUSTRIES
 Electrical, Mechanical & Electronic Sales & Service
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THE LONGO LETTER

November 1997



LONGO'S Differentiation

Our unique approach to the electromechanical rebuilding process is engineering driven. Over time, our systems have evolved from the solution of one-time problems. In so doing, those solutions were incorporated into the repair plans for specific units. Different plans were designed for large AC motors, DC motors, pumps (each specific type), gearboxes, transformers, circuit breakers, and so on.

To quote a recent customer's comment when he saw a pro-forma 9-page "work plan" which defined the process, including the test parameters, acceptance criteria, and sign-offs by an assigned quality engineer, he asked, "Do you do *all* of that?" Our answer was, "Yes!"

After the job (one of many) was done, we shared with him the complete documentation, and he surely was pleased. His comment was, "That's what we need . . . *quality!*" Our plant runs 24 hours a day and production is where we make our money."

You've heard it said, "The devil is in the detail!" Details, once you have the facilities and people, is the name of the game! We are different—and many, many customers use us for that very reason.

All of which is wonderful, but the ulti-



Longo Training Center at Wharton

mate ingredient is craftsmen (artisans). They are the most important element of our business, and they continue to impress me with their ingenuity . . . a great team!

Being as large as we are allows us to have numerous specialists in leadership roles training others to insure the quality you need, and, in turn, increasing their skills for our mutual future needs. Fostering education, our new Wharton Center has just hosted several national training meetings in our dedicated Training Center.

*You make it happen . . . keep calling!
 We're available anytime!*

ISO 9001

What it means for you

- **Feature:** American National Standard ISO 9001 establishes confidence that products will conform to requirements.
- **Benefit:** *Customer requirements are met, or modified by mutual agreement . . . no surprises.*
- **Feature:** The Longo Quality Manual itself is a 50 page document. There are 200 procedures, containing 2000 pages of controlled specific instructions.
- **Benefit:** *Documentation is rigorous and extensive. The details increase both quality and reliability.*
- **Feature:** Independent third party auditors initially assess Longo Wharton Servicercenter. A follow up audit is conducted every 6 months to assure that this world class quality standard is being implemented.
- **Benefit:** *The Longo Quality System is internally driven with customers benefiting from continuously improved quality.*
- **Feature:** Longo's professional engineering staff permits inclusion of the design element, which separates ISO 9001 from ISO 9002.
- **Benefit:** *Motors have been rewound for 25% higher horsepower.*

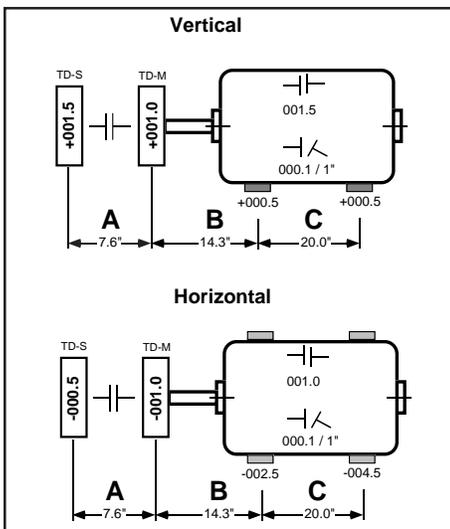
(Features & benefits continued next issue)

Current Technology in Alignments



This on-site photo shows our computerized aligning equipment in action. The process is complete in every detail:

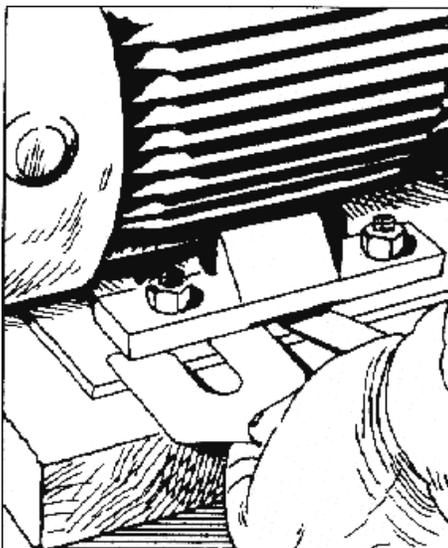
- Foot planes (driver / driven)
- Parallelism
- Angularity
- Shim sizes and locations



It then produces a permanent printed record of the “as found” or initial setting and the “as left” documentation.

It's nice to know that the aligning was done within the criteria established by our engineers.

- *System*
- *Order*
- *Structure*
...LONGO



We exclusively, use stainless steel precut shims made expressly for the purpose. Our field service technicians carry them in various sizes and thicknesses to accommodate the job needs.

... And the people who do the work are specialists in field work. The right person (s) for the job!

DETAIL!
...the essence of a superior job.

Vacuum Pressure Impregnation (VPI)



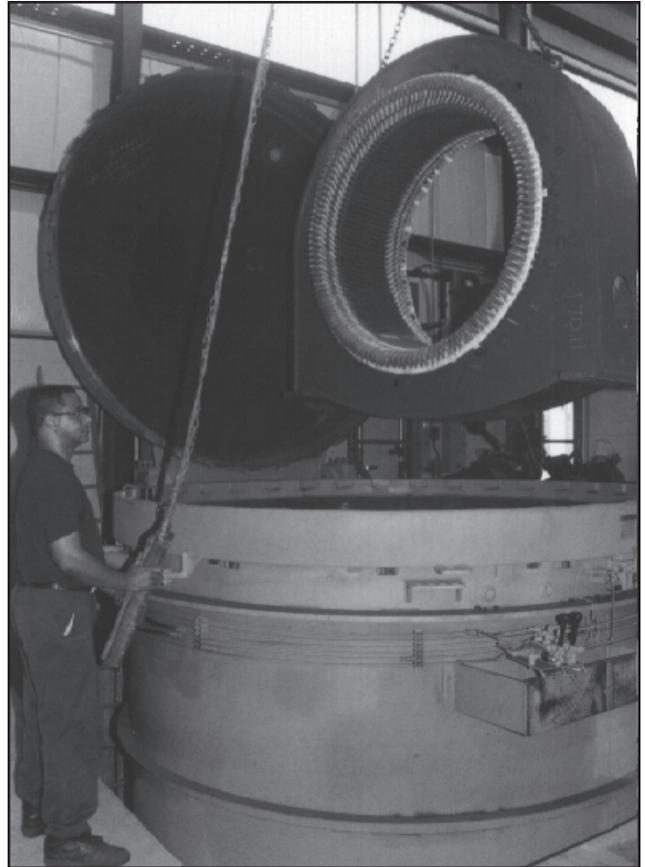
Vacuum Pressure Impregnation (VPI) yields superior results with better insulating properties, combined with “flexible” rigidity, resulting in greater overall reliability and longer life. VPI reduces coil vibration by serving as an adhesive between coil wires, coil insulation, and by bonding coils to their slots.

Features and Benefits:

- *State-of-the-art process for completely penetrating air pockets in winding insulation.*
- *Increases voltage breakdown level. (Even under water!) NEMA MG1-20.49.1*
- *Proven submergence duty system*
- *Improved heat transfer- windings are cooler, efficiency is improved.*
- *Improves resistance to moisture and chemicals.*
- *Increases mechanical resistance to winding surges.*
- *More value from LONGO!*

Applications:

- All critical machines
- Equipment exposed to frequent surges/starting
- Harsh or moist environments
- Motors that run at service factor



*Our 10 ft. diameter vessel in operation.
[The largest VPI tank in the Northeast.]*

Like everything we do, the unique epoxy resin used is custom designed to our engineering specification to provide rigid flexibility; as all resins are not alike. The settling for any resin would have been disastrous.

The thermal stresses accompanying NEMA MG1-20.49.1, could easily cause a failure, resulting in late delivery and scrapping of the “work to date”.

**Join the informed buyers and users who insist on . . .
Vacuum Pressure Impregnation
. . .and insist on *LONGO!***

COMPLETE Switchgear/Circuit Breaker Retrofit . . .made to order!



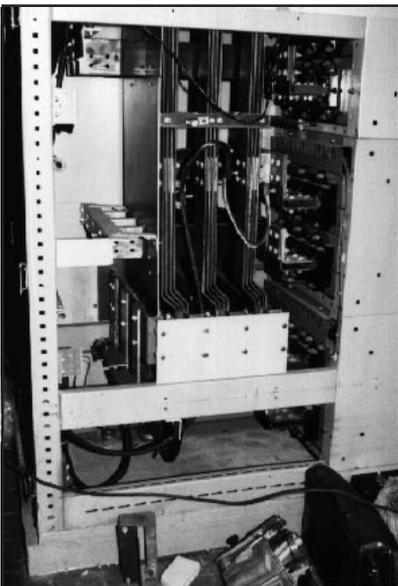
LESCO project engineering manager describes details of job with customers' representatives.

This turnkey job was designed by our engineering staff.



Numbers of new circuit breakers are in place, awaiting the installation of the others.

Coordination study was an integral part of the charge.



Complex bus work was designed specifically to replace the original bus, which did not fit up with the new breakers.

Notice the intricate configurations which were required to complete the task

Our staff of professional engineers are ready to discuss similar work with you.

Don't wait for a problem, which could shut down your operation(s).

SPORTS QUIZ

1. Who holds the Giants record for most career touchdowns?
2. Who hit the first leadoff home run in Mets' history?
3. What is Jim Zytell's claim to fame?
4. Which NFL team holds the record for consecutive division titles?

ANSWERS:

1. Frank Gifford
2. Felix Mantilla, 1962
3. He is listed last alphabetically on the Giants' all-time roster. He played for the team in 1933.
4. The Los Angeles Rams won seven titles in a row from 1973-79.

*Over 50 Years of
"Service Through Knowledge"®*

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**"WE ADDRESS
THE CAUSE
AS WELL AS
THE EFFECT"®**