

REPAIRS - SERVICES - SHOWS - STORES - RENTALS

# B&B BENCHMARK

B&B ELECTRIC MOTOR CO. WICHITA, KS

## WHAT'S NEW AT B&B



## WE'RE EXPANDING!

We "broke ground" in July for our 3100 sq. ft. expansion. With this additional space our facility will have over 13,000 square feet for repair and inventory space.

The extra space will be used to install a new 10 ton bridge crane, along with our new Phenix Power Panel. These pieces of equipment will allow B & B Electric Motor to test and repair very large horsepower motors. The new electric panel will be computerized, thus allowing us to provide our customers with specific analysis and testing information.



## WHO'S WHO AT B&B

In this issue we have that "voice on the phone": Don Reese.

Don has been with B & B Electric Motor Co. for over 13 years. He came to us as a technician and, within a year, moved into the office to help with counter sales. His responsibilities put him in direct contact with most of our customers and vendors, both over the phone and at the counter.

Don is a key element in our commitment to provide the best customer service possible. Besides taking orders and receiving in repair jobs, Don is responsible for locating any motors or parts that our customers may need that we do not already have in stock.

He also shares the tasks of maintaining inventory and job costing with Bob (the owner). Don is married with 3 children. He and Laurie are very active in their church where Don and his teenage son, Brandon, are on the "tech team" together. He also enjoys bowling, motorcycles and cars. BUT, if there was a bumper sticker on Don's car, it would read....

**I'D RATHER BE FLYING!**



## TECHNICIAN'S CORNER

### KEY FACTORS TO CONSIDER WHEN SELECTING AN ELECTRIC MOTOR REPAIR FACILITY

When selecting an electric motor sales and repair facility it is important to consider several factors. Several motor shops may appear similar, but there are services and qualities that can easily make one facility stand out above the rest.

### IMPORTANT FACTORS TO CONSIDER:

#### \*Longevity of the electric motor repair facility:

Does the facility have a long history in the electric motor repair industry? This history will allow the shop to have resources, equipment, and personnel to facilitate the repair.

#### \*Experience of the service center staff:

Are the personnel of the facility highly experienced? Do they have on going training to keep up with new technology? This experience will allow quality repairs and the quick turnaround of repairs without wasting time and resources, thus, reducing the cost to the customer and providing a quality repair job.





## WE'RE EXPANDING!

Continued.....

We are also considering moving our business office “next door”. This would provide a larger counter surface area and a customer lounge. The new offices, however, are still in the planning stages.

The construction on the shop space should be completed some time in October.

In the mean time, don't let the mess stop you, come by and see us grow!



## CHOOSING A MOTOR SHOP..CONT

### \*Areas of expertise of the service center management:

Is the owner of the facility a “hands on” business owner or an investor owner?

## CHOOSING A MOTOR SHOP...CONT

Hands on owners know the internal working of the business and will push their employees to perform the best quality and service of repairs.

### \*How does the service center handle mechanical repairs of your equipment?

Does the facility have the personnel and equipment to perform the necessary mechanical repairs in house or is it outsourced to some other vendor? Mechanical repairs made in house allow the repair facility to control the quality of repairs, give quicker turn around and less cost to the customer.

### \*Is your electric motor service center an active member and participant of EASA?

The Electrical Apparatus Service Association (EASA) is a professional association of electric motor shop owners worldwide. They provide ongoing training and technical support for their members. The American National Standards Institute (ANSI) under ANSI/EASA Standard AR100-2001, “Recommended Practice For The Repair of Rotating Electrical Apparatus”, has adopted EASA repair standards. These standards can be down loaded from [WWW.EASA.COM](http://WWW.EASA.COM) under industry info.

### \*Does your repair facility have the necessary equipment to perform quality repairs?

Many service shops rely on outdated equipment to perform electrical tests and repairs. Many shops do not have computer temperature controlled heat process ovens with thermal sensing devices. It is important that all stators for rewind are Core Loss

## CHOOSING A MOTOR SHOP...CONT

tested to check the integrity of the iron to eliminate any losses of energy efficiency, and to eliminate any hot spots of the iron core. Vibration and alignment problems cause many electric motor failures. Modern vibration and alignment equipment is important in the industry, as well as winding analyzing equipment.

### \*Is the repair facility registered with Underwriters Laboratory?

The Underwriters Laboratory (UL) is an independent agency responsible for certifying electric motors for use in hazardous environments. A UL listed shop can provide to you their UL listed number. Only let a UL listed shop repair your hazardous duty motors.

### \*Does the service shop have the necessary parts inventory to facilitate proper and quick turnaround of repairs?

Many repair shops do not maintain proper inventory levels of parts, making it impossible to make quick repairs without costly delays caused by waiting for parts to be ordered.

### \*Does the electric motor service center maintain a large inventory of new motors ready for immediate delivery?

Many standard frame motors can be replaced for less money than they can be repaired. Electric motor shops should be constantly aware of new motor replacement prices and present to you, the customer, the option of repair or replacement.

**CHOOSING A MOTOR SHOP..CONT.**

**Is the repair facility able to accommodate the equipment you have?**

Electric motors can be very heavy and shops must have hoisting equipment to lift the weight. Hoisting of two and four tons are industry standards. Some shops have lifting capacities much higher, 5-10 tons and higher. Some do not have ample space to do proper servicing of electric motors. A clean organized shop is a safe, quality repair shop.

**\*Does your service center provide in-plant training for your employees?**

Some service centers can provide training about AC & DC motors, preventive maintenance and other technical training needed to meet your needs.

It is important to consider all of these factors when choosing an electric motor repair partner. Some factors will be more significant depending on your particular industry. Make a site visit to several service centers before making a decision. Meet the management team and the employees.



# ***B&B ELECTRIC MOTOR CO.***

332 LULU WICHITA, KS

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### **Mission Statement**

**B&B ELECTRIC MOTOR CO. is committed to the high standards established by the Electrical Apparatus Service Association. Our pledge is to maintain these standards and to provide the quality workmanship and service to our customers which has earned us an excellent reputation in over thirty-four years of business. We continually provide the newest technology and quality products to meet the needs of our customers. Our staff of dedicated professionals provides the best quality workmanship and service, and are the cornerstone of our business.**