

NO EXCUSES!

Quality ✓
Service ✓
Attitude ✓

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A DYNACOM NEWSLETTER

Volume 21

Would you do business with someone who operates this way? -----We hope so!

Here's What We Do... Dynacom works with industrial customers to minimize or eliminate the "unintended consequences of manufacturing operations." If smoke, dust, chips, mist, fumes, heat, or odor are a problem in your plant, Dynacom can help.

Here's How We Do Business... In an effort to guarantee consistent high quality service to every Dynacom customer, we have established guidelines so you will know what to expect from us throughout the life of any project and throughout the relationship between Dynacom and your company.

- Naturally, you will want to learn about us. We will respond candidly to your questions about Dynacom, our products, our services, our people, our experience, and our "NO EXCUSES" pledge.
- Obviously, we want to learn about you and your company. During our first visit we will ask questions about what you do, your business philosophy, your company values, your buying process, and your personal functions and responsibilities within the company.
- In order to clearly understand the nature and extent of your problem we will ask detailed questions about your motivation for calling us in. By understanding what has prompted your call (health and safety concerns, housekeeping, employee complaints, OSHA or EPA violations, etc.) and by establishing what cost is justified in order to solve your problem, we will improve our chances of offering an acceptable, effective solution.
- We will ask you about budget restrictions and the timing of the project.
- If at any time you feel there is not a "fit" between what you need and what Dynacom is offering, we want you to feel comfortable in saying "no" to us. We will not be offended by your straightforward remarks. To the contrary, we would prefer this to uncertain responses which result in wasted time and effort for both of us.
- The projects we work on usually involve significant capital expenditures. Typically, final approval of this kind of project is made by one or more company officers or executives. If we reach the point where your company and Dynacom feel that we have an understanding of the problem and have developed a workable solution, we will request the opportunity to present our solution to all decision makers (i.e. anyone who has the ability to approve or veto the project for technical, operating, maintenance, or financial reasons).
- Since virtually all the solutions we offer are performance guaranteed, Dynacom can not accept an order without the opportunity to present our solutions to those people who must be satisfied with our concept, our equipment, and our workmanship. They need to understand what we are offering.

Likewise, we need to know what these decision makers expect of us.

- Once we have agreement on the budget, the details of the solution, terms of the sale, and the timing of the project, we will ask you for a "yes" or "no" answer. (A "yes" means that you will issue a purchase order, sign a contract, or submit a letter of intent at that time. A "no" means "Thanks for coming, but I don't see a match.")
- We will then review the terms, the timing, and other details of the project so that you will know what to expect from us in the upcoming weeks/months. We will review these items to be sure that you are comfortable with your decision.
- If you choose to work with Dynacom, you have our commitment that we will live up to our promises and resolve your environmental problem. If you decide that our solution does not "fit" your needs, we will part as friends and try to earn the chance to work with you on a future project. We will ask for your candid evaluation of our products, service, price and our application knowledge. We need to know how we can improve our offering in order to earn your business next time.

We hope this explanation will allow the discovery process to proceed smoothly toward a solution which will meet your technical, financial, and timing requirements.

--Tony Pfenning, President



Free Advice?



www.dynacomonline.com

*Our website has been updated.
Some of our changes include:*

A doctor and a lawyer talking at a party were constantly interrupted by people describing their ailments and asking the doctor for free medical advice. The doctor asked the lawyer, "What do you do to stop people from asking you for legal advice when you're out of the office?" "I give it to them," replied the lawyer, "and then I send them a bill." The doctor decided to give it a try. The next day the doctor prepared the bills. When he went to place them in his mailbox, he found a bill from the lawyer

- *More info*
- *More products*
- *Easier to use*

Visit us now!

New Product News ***"LMC Baghouses for Tough Applications"***

Over the years Dynacom has become synonymous with product trade names like SMOG-HOG, DUST-HOG AND DUST-CAT for remedying smoke, mist and dust problems. LMC complements these products with a complete line of pulse jet and reverse flow baghouses.

These economical filters can handle the high volume and heavy loading seen in applications such as wood chip and sawdust, agricultural products, food processing, chemicals, cement, and rock crushing. These self-cleaning units can be installed outdoors to save floor space and facilitate the handling of collected process dust.

Call 1-800-229-7664 or visit www.dynacomonline.com for more information on LMC products.



"Only those who risk going too far will ever know how far they can go." --Unknown

No Time to Waste



New tax benefits are effective today under the **Jobs and Growth Tax Relief Reconciliation Act of 2003** recently signed by President Bush. Under IRS Section 179, equipment purchases for up to \$100,000 can be expensed (deducted from taxable income) if installed before year end. This tax benefit also applies to finance leases (\$1.00 purchase option) available on equipment purchased from Dynacom.



OOPS!

What do you expect? Business as usual...



Charley was sitting in a restaurant waiting for a blind date to show up. Suddenly a young lady walked up to him. "Are you

Mildred?" Charley asked her. "Are you Charley?" she replied. "Yes." "I'm not Mildred." she replied.

Our page 1 article detailed how Dynacom does business. If you have any comments, or better yet, a written policy on what you expect from your vendors, we'd love to hear from you. Fax a copy to: **440-543-9390**

"How's business, Buster?" "Terrible. I lost \$8,000 last year, and already this year I've lost \$10,000." "That's awful. Why don't you close up?" "I can't. How would I make a living?"

SMOG-HOG®

DUST-HOG®

VAC-U-MAX

PRAB



M*FFITT