

winter  
1997

Volume 7  
Issue 4

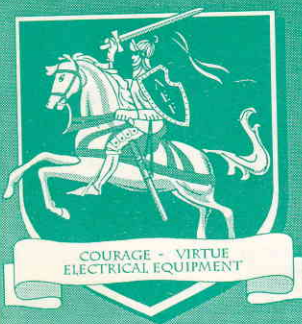
# aef/fyi

The Quarterly  
Newsletter from  
the folks at  
A.E.F. Sales  
Engineering  
Company



P.O. Box 295, Mamaroneck, N.Y. 10543 (914) 698-0432 Fax (914) 698-7279

January 1997



Our 32nd Year

## CONTENTS:

**MIRACLE IN METROPOLIS**  
*OK, maybe not an actual miracle, but read the story anyway. It might make your life simpler.*

**CM1, CM2, 4U**  
*Can money buy peace of mind? If you use it to buy some of these it can!*

**MILESTONES**  
*Some true events in the personal lives of real AEF people.*

**ASK BERNADETTE**  
*AEF's Answer Cow helps two anxious readers cope.*

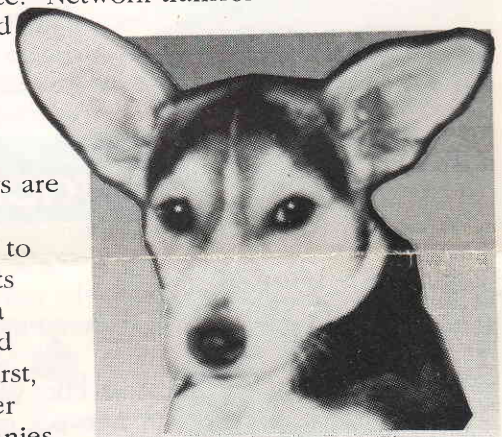
## Miracle at Metropolis Power

*EDITOR'S NOTE: 'Metropolis Power' is a pseudonym. And some readers may question whether this was really a miracle. Otherwise everything here is pretty much the truth.*

For years utilities have used network transformers to provide extra reliability in key commercial and industrial locations, such as shopping centers and hospitals. The loads at these locations are connected through network protectors, so that the loss of a single transformer or feeder does not result in loss of service. Network transformers and protectors have usually been installed in underground vaults, out of public view. But vaults are subject to flooding, and corrosives (such as road salt) can find their way in and cause damage. Also, the vaults are typically very confined, so working in them is more difficult, and less safe. This often means larger crews are needed, which adds to maintenance costs.

So some engineers at Metropolis Power started to re-think things. 'What if we started putting these units above ground? We could combine the reliability of a network with the easy maintainability of padmounted equipment.' But there were two small problems. First, 'maintainability' isn't a word, and second, transformer companies don't do protectors, and protector companies don't do transformers.

But knowing that a journey begins with a single step, they set out writing a specification to detail exactly what they wanted --- a padmounted unit that included both the transformer and the network protector as a single, complete package, delivered ready to install. So far, so good. They went out for bid, but only two companies were interested. *(continued on 2)*



**WE'RE ALL EARS!**  
*We listen to what YOU need.*

## CM1 + CM2 = Gd 4U

Anybody who's ever had to maintain any kind of a system knows some problems are noisy. If the lights go out on the third floor, or if the air-conditioning in the boss' office ain't just so, your phone rings and you find out there's a problem before it becomes a **PROBLEM**. But nobody ever got a phone call from a heat-traced pipe to let them know it felt a little chilly; the pipe's way of letting you know was to freeze, to break, to cause damage, or to shut the plant down. Gotta be a better way, no?

Today's heat tracing systems often involve many circuits, some of them hundreds of feet long, and utilizing self-regulating, constant wattage, and MI cables for both freeze protection and process control. The installation may cover tens of thousands of square feet, and many of the cables and controls may be almost inaccessible. And the chances are pretty good that your maintenance budget is getting smaller, while the work load gets bigger. Loss of even a single critical line can shut down an entire plant. But in the past there was no real way of knowing whether anything was wrong till it was way too late. So what's the answer? *Is there an answer? (continued on 4)*

*I wish I were either rich enough or poor enough to do a lot of things that are impossible in my current comfortable circumstances.*

*Don Herold*

*I have called out but you keep refusing, I have stretched out my hand but there is no one paying attention.*

*Proverbs 1:22*

*We were not put onto this planet in order to go fifty miles an hour in a motor-car, or cross the Atlantic in an airship, or send messages with or without wires. These are the mere trimmings and fringes of life. But men have so riveted our attention on these fringes that we forget the central object.*

*Arthur Conan Doyle*

*We entreat you not to accept the undeserved kindness of God and miss its purpose.*

*2 Corinthians 6:1*

*Human beans is thinking they is very clever, but they is not. They is shootling guns and going up in aerio-planes to drop their bombs on each other's heads every week. Grown-up human beans is not famous for their kindnesses.*

*The BFG*

*To be good is noble, but to teach others how to be good is nobler--and less trouble.*

*Mark Twain*

## memo from Peter Fasolino

*Over the last two months there have been some big changes here at AEF Sales.*

*For the last several years, heater cable has been an increasingly important part of our business. Most of the cable and accessories come from Nelson Electric in Tulsa, and until recently, most product was shipped directly to our customers from the factory. With good quantities of factory stock and short lead times, this worked fine. Until this fall.*

*Typically, the heater cable business gets hopping when the weather turns cold. But this year, due to record sales, the factory did not have inventory built up for the busy season.*

*Even with multiple shifts and increased plant capacity, supply was running short of demand. Cables that would normally ship in two or three days were now taking four to six weeks to ship from the factory. In freezing weather, that's way too long to wait.*

*So at AEF Sales we've placed a series of stock orders to beef up our local inventory way beyond anything we've ever done before. Six months ago we stocked only five or six thousand feet. But as I write this, I'm surrounded by over five and a half miles of heater cable, with another five miles on the way in.*

*Our shelves are groaning. Our UPS driver is groaning. Our accountant is groaning. But that's okay --- as long as our customers aren't groaning. At AEF Sales, we're willing to do whatever it takes to keep our customers happy.*

*And speaking of happy, all of us here hope that the New Year will be a happy and healthy one for you and your loved ones.*

## Miracle in Metropolis . . .

The first, one of the Big Conglomerates, had no problem. They simply took exception to the requirement to include the network protector (missing the point *entirely*), and offered their standard unit with an empty space for the customer to use. No good.

The other company was R.E. Uptegraff, who'd been building transformers for about seventy years. They could provide the transformer exactly as specified, but not the network protectors, not the whole enchilada. End of story? NOT ON YOUR LIFE! Rather than 'No Bid' or offer an inadequate quotation, AEF's Peter Fasolino rolled up his sleeves and got to work. Understanding the customer's requirement, and knowing what part of it Uptegraff could provide, Peter went after the missing piece. If Uptegraff could get the network protector--a real big IF-- they could provide *exactly* what the customer wanted. But where would the protector come from?

A little neat detective work later, Peter was on the phone with Bruce Bier, of Richards Manufacturing in Irvington, N.J. Richards provides a variety of specialty equipment to utilities, including reconditioned protectors. *Could they provide the needed network protectors to Uptegraff?* Yes, they could. *Would that be acceptable to Metropolis Power?* Yes, as long as everything came with a new equipment warranty and passed all electrical tests. And the tricky business of coordinating the connection between the transformer and the protector (the fit had to be *perfect*) was to be the sole responsibility of Uptegraff.

Working closely with Metropolis Power and Richards, AEF and Uptegraff were able to offer a quotation in exact accordance with the specs. Uptegraff was awarded the contract (*Hurray!*) for two 1000kva and four 1500kva units. First week in December Peter, along with three inspectors from Metropolis Power were at Uptegraff's plant to inspect the completed units. Everybody was happy, and even as you read this the units are on their way to their new homes in Metropolis! (We love happy endings, don't you?)

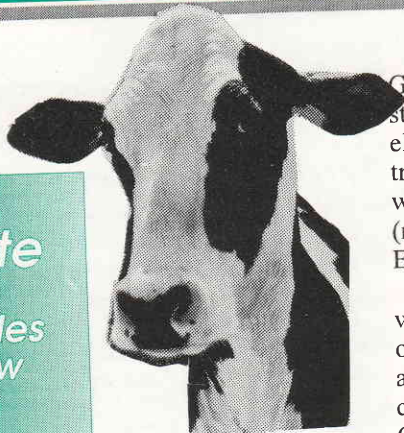
Do you have a problem, or an idea that could help you *solve* a problem? At AEF Sales, we LISTEN. And we WORK. Let us work for you!

*(If you'd like to see glossy photos of the beauties in this story, or would like to know more details, give us a call.)*

## Bernadette

### The A.E.F. Sales Answer Cow

Guest Columnist



DEAR BERNADETTE:

I've got a real problem. I have an urgent transformer requirement that isn't exactly plain vanilla, and I can't find anybody to talk to about it. The salesman doesn't understand what I need, and there don't seem to be any engineers at transformer companies anymore. Is there any hope for me? D.M.

DEAR D.M.

Yes dear, there is *always* hope. And your problem is actually a common one, with a relatively simple answer. Years ago, transformer companies employed Real Engineers who understood what their customers needed, and Real Designers who could design units so they worked, and Real Manufacturing People who could build them the way they were designed. Unfortunately, over the past few years, most transformer companies were bought out by

Giant Corporations, who then went on to standardize, downsize, synergize, and whatever else was in vogue. The people who knew about transformers were replaced by Marketing Dudes, who want Corporate Headquarters to be happy (not *you*), so they can get promoted to the Entertainment Division. That's the problem.

The solution is to work, whenever possible, with an independent transformer company, one owned and run by people who actually *know* about transformers. *Entre nous*, two such companies that spring immediately to mind are Central Moloney, and R.E. Uptegraff Mfg., both of whom happen to be represented in your area by A.E.F. Sales. Keep your chin up!

DEAR BERNADETTE:

I'm a competitor of AEF Sales, and I just got an *order* from one of their customers! Their salesman told them to call me, and even gave them my number. What gives? J.G.

DEAR J.G.

Not to worry! A.E.F.'s concern for their customers is legendary. (*Très bovine, non?*) They'll do whatever it takes to help a customer solve a problem, even send them to a competitor, if that's the right answer. Wouldn't it be nice if *everyone* did things that way, *mon ami*?

EDITOR'S NOTE: Questions to Bernadette may be addressed to Bernadette, c/o AEF Sales, P.O. Box 295, Mamaroneck NY 10543.



## Milestones

### Society - Fred Wed

On October 25, Fred Eigenrauch III of AEF Sales was matrimonialed to Cathy Green in a 4:30 PM ceremony at Corpus Christi Church in Hasbrouck Heights, NJ.

Bride, groom, and guests danced the night away at a reception at Villa Amalfi in Cliffside Park. Fred and Cathy honeymooned in Paris (Paris is *always* a good idea) and Bonita Springs, Florida.

Fred is now back at work. Why not give him a call, and place a large order?

**WILCO "Golden Eagle" FENDER GUIDES!**

AVOID accidents, scrapes, scratches!  
KNOW your distances when parking!  
ADD distinctive styling to your car!

Handsome gold eagle mounted on gleaming chrome rod, easily seen under any driving conditions! Wilco "Golden Eagle" Fender Guides show the way! Designed by the makers of Wilco Exhaust Extensions, Curb Alarms, and chrome accessories. At automotive stores everywhere. Ask for the finest... ask for Wilco!

WILSON COMPANY, BOSTON 15, MASS.

### Sports - Go Jo!

Jo Fasolino, sportswoman extraordinaire and daughter of AEF's Peter Fasolino just finished a stellar season in goal for Rye Neck High School's Varsity field hockey team, which made it all the way to the State Championship finals. On the way there Jo racked up 9 shutouts, and had 134 saves in 153 shots on goal. She was named All-League, All-Section, and goalie on the State Tournament Team. *Well done you!*

#### CORRECTION

The person second from right in the photo on page 2 of our last issue was incorrectly identified as Queen Elizabeth. It was actually Dean Martin.

NOTICE: The Editor is not responsible for typographical errors, topographical errors, grammatical errors, errors of judgement, lapses of taste, or anything else you didn't like.

*A civilization which ceases to understand the importance of character writes its own death knell.*

K. Morgan Edwards

*Everything in the world is doing fine but humans. Why is that? Flowers had a great year. Animals had no complaints, and trees are doing good. Everything that God had a hand in seems to be doing good. It's just when something comes under the supervision of man that it's cock-eyed.*

Will Rogers

*We can easily forgive a child who is afraid of the dark; the real tragedy of life is when men are afraid of the light.*

Plato

*It's what ya do with what ya got that counts.*

Walt Disney

*It is common sense to take a method and try it. If it fails, admit it frankly and try another. But above all, try something.*

FDR

*Let it be.*

The Beatles

*You're going to Florida without me?*

Mrs. Ponce de Leon

## CM1 and CM2 . . .

**The Answer.** What if there was a way to constantly and continually monitor *every* controller and heater in the plant for On/Off status, continuity, current, and voltage, and then instantly inform you of any problem? On especially critical lines, what if it could check actual pipe temperature? What if it did all of this, seven days a week, twenty-four hours a day, and never put in for overtime? That would do the trick, wouldn't it?

Well, it just so happens that that's exactly what Nelson's CM1 and CM2 can and will do for you. These monitor and control units can be designed into your new system, *OR* easily retro-fitted into your existing installation. Almost seems crazy not to have one! Will a Nelson CM be good 4U? Only one way to find out. For more information, or your very own brochure, call your rep.



GREAT IDEA BUYING THAT CM MONITOR SYSTEM FROM NELSON, JIM! LOOKS LIKE YOU JUST CINCHED THAT BIG PROMOTION!!

## Fin du Journal

### Tempus Fugit

Alan Shepard is 73. Kirk Douglas is 80. Shirley Temple is 68. Ringo is 56. Amy Carter is 29. (And you're not getting any younger either.)

### Miles and Miles

A.E.F. Sales usually stocks a mile or so of heater cable for the winter season, but this year we've put in over five miles worth! Why did we do it? Because we love you, and we want you to be happy, that's why.

### False Alarm

"The search for extraterrestrials scored a major breakthrough last year," reported *New Scientist* magazine. Researchers at the SETI Institute in California had "picked up regular signals that provided indisputable proof of intelligent life." After further investigation, the scientists found out that the radio signals were not coming from extraterrestrials, but from the microwave oven downstairs.

### For Sale

Size 48 white jumpsuit with matching cape. Asking \$150, or will trade for cheeseburgers. Call 555-3585. after 5 P.M. Ask for 'E'.

### Words

The Lord's Prayer contains 56 words, and the Gettysburg Address 226 words. A U.S. Department of Agriculture directive on cabbage pricing weighed in at 15,629 words.

### Wired

A.E.F. has represented Nehring Electrical Works and Conex Cable for seven years now, bringing all sorts of zesty wires and cables to our customers. (See list above right.)

### Fuse Nuse

Need a Type E General Purpose fuse or Type R motor starting fuse in a hurry? Norberg Industries builds a wide variety of these current limiting fuses. Call us for your FREE copy of their cross-reference catalog.

## A.E.F. SALES ENGINEERING CO. Representing:

### CENTRAL MOLONEY

Single Phase Transformers: Pole Type, Padmounted, Vault, and Stepdown  
Components: Bushings-Switches-Accessories

### CONEX CABLE

Aluminum Clad Shield Wire, Guy Wire  
Messenger Wire, and ACSR/AS (AW)

### LORTEC POWER SYSTEMS

On-Line UPS to 300kva  
Specialty Inverters, Battery Trackers

### NELSON ELECTRIC HEATER PRODUCTS

MI Cable for Pipe Tracing & Snowmelting  
Self-Regulating Cable for Pipe Tracing  
Self-Regulating Cable for Roof & Gutter De-Icing  
Thermostats & Controls  
CM-1 Cable Monitoring Systems  
CM-2 Heat Trace Management & Control System  
Ricwel SECT and Stereo Impedance Heating

### NEHRING ELECTRICAL WORKS

Bare Copper and Aluminum Cable  
Aluminum Clad Cable  
Weather Proof Copper Wire  
Ground Rods & Accessories  
Cathodic Protection Cable

### NORBERG INDUSTRIES

Silver Sand Current Limiting Fuses  
Type E General Purpose Fuses  
Type R Motor Starting Fuses

### RAPID POWER PRODUCTS

Power Conditioners, Voltage Regulators and  
Isolation Transformers to 1000kva

### R.E. UPTGRAFF MANUFACTURING

Liquid Filled Transformers to 15mva  
Subsurface, Load Center, Station Type  
Rebuilding and Rewinding Services

### MYRON ZUCKER, INC.

Low Voltage Capacitors to 600 Volts  
Harmonic Traps  
Capacibanks and AutoCapacibanks

**HEY KIDS!!!**

**DON'T MISS THE NEXT  
SWELL ISSUE, COMING  
YOUR WAY IN APRIL.  
TELL MOM & DAD TOO!**

