

Sept 2011

TO: ALL LOCATION MANAGERS

FR: Nick Phillippi

RE: Action Required - Torque Wrench Calibration and Repair Program

The NKC Tire Group has implemented a new policy to have ALL commercial torque wrenches calibrated and certified on an annual basis or whenever we suspect that the wrench may be out of calibration (dropped, damaged, etc.).

It will be the responsibility of every Manager to ensure that they have a valid (less than one year old) calibration certificate on file for every torque wrench that is in service.

The certificates must be maintained in a file in the Manager's office labeled "Torque Wrench Calibration Certificates". On receipt of each certificate a copy will be faxed or email to 5186 to the attention of Lynn Winkler.

The NKC Tire Group has selected Team Torque, Inc. to provide the calibration and repair service. Team Torque Inc. will also be performing various administrative / reporting functions for our company. These include sending annual calibration reminders to our sites, centralized reporting on calibration status, centralized record keeping of torque wrench repairs and the associated costs, etc. \$80 for calibration , \$115 for minor repair and calibration.

Service Description
Calibration <ul style="list-style-type: none">• Verification of the torque wrench• NIST Traceable Certificate of Calibration• Return Shipping of the tool using <UPS or FedEx>
Minor Adjustment <ul style="list-style-type: none">• Any minor adjustment of a torque wrench, not requiring parts, to meet the manufacturer's specifications• NIST Traceable Certificate of Calibration• Return Shipping of the tool using <UPS or FedEx>
Major Repair <ul style="list-style-type: none">• Any major repair of a torque wrench, requiring parts, to meet the manufacturer's specifications• NIST Traceable Certificate of Calibration• Return Shipping of the tool using <UPS or FedEx>
Condemnation <ul style="list-style-type: none">• Not all wrenches will be able to be repaired and / or calibrated• For safety and liability purposes, condemned wrenches will not be returned to store but sent to Lynn.

The Torque Wrench Calibration and Repair Program is mandatory for ALL Commercial locations.

Next Steps:

A prepaid shipping box will be sent to your location to start the service. Send your first torque wrench that is more than one year from date of purchase to Team Torque Inc for service.

Once you have received your first torque wrench back from Team Torque please send in the next torque wrench in for service using the same box as the first one was shipped in. Be sure proper new paperwork is supplied

If your torque wrench is condemned, notify Lynn Winkler for disposal and replacement action.

Continue to ship wrenches older than one year to Team Torque Inc. until all of your commercial wrenches have been calibrated.

Contact Team Torque Inc. with any questions or if you need a box and shipping label.

Shipping Information:

Shipping Method: As instructed on packing Box & Shipping Label from Team Torque

Address: Team Torque
1231 Park Avenue
Bismarck, ND 58504

Contact: Cary Hoffmann – Customer Service Manager

Phone: 888-682-8675

E-Mail: cary@teamtorque.com

Accounting Instructions:

Supplier: Team Torque, Inc.










Vendor Number: By location in payables

Account Code: 57400

Thank you for your participation in the NKC Tire Group Torque Wrench Calibration and Repair Program. Please contact Lynn Winkler, Mike Hull or Nick Phillippi if you have questions, concerns or require additional information.

FOR STORES WITH ONLY 1 COMMERCIAL TIRE TORQUE WRENCH PLEASE CONTACT NICK TO MAKE ARRANGMENTS FOR LOANER TOOL BEFORE YOU SEND YOURS IN !

Torque Wrench Packing Instructions

1.	<p>Use only the 5" x 5" x 60" shipping box</p> <ul style="list-style-type: none"> • Caution! - Do not use the black torque wrench storage case 	
2.	<p>Remove the Square Drive from the wrench (if it is removable) - keep in a safe place</p> <ul style="list-style-type: none"> • Tireman/Norbar – Removable • ATD – Not Removable 	
3.	<p>Ensure wrench is set to lowest torque setting</p>	
4.	<p>Complete Torque Wrench Return Document and secure to wrench as shown</p> <ul style="list-style-type: none"> • Make a copy for your records 	 Secure w/ Rubber Band
5.	<p>Wrap the ratchet end, mid section, and handle end of the wrench in newspaper (foam rubber, bubble wrap, etc.) and secure with tape as shown.</p> <ul style="list-style-type: none"> • Make sure to use enough packing material to keep the wrench from touching the ends of the box or moving around within the box during shipment 	
6.	<p>Insert the wrench in the box</p> <ul style="list-style-type: none"> • Caution! - Gently lower the wrench into the box 	 Ensure Very Tight Fit
7.	<p>Insert additional packing materials as needed</p> <ul style="list-style-type: none"> • Must keep the wrench from moving from end to end or side to side during shipping 	 Ensure No End to End Movement
8.	<p>Apply Two (2) pieces of packing tape on each end of the box</p>	
9.	<p>Affix UPS Ground shipping label that will be provided by Team Torque to the center of the outside of the box in the supplied clear UPS envelope and ship to Team Torque</p>	
10.	<p>IMPORTANT! - Contact your local UPS Store and schedule a pick up or deliver the package to your nearest UPS location with in one (1) business day</p>	