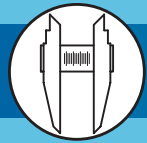




ISO 9001
REGISTERED QMS

TECH TALK



Volume 24

News and Views From Hi-Tech Seals

SUMMER 2010

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Moving Forward Under Economic Uncertainty

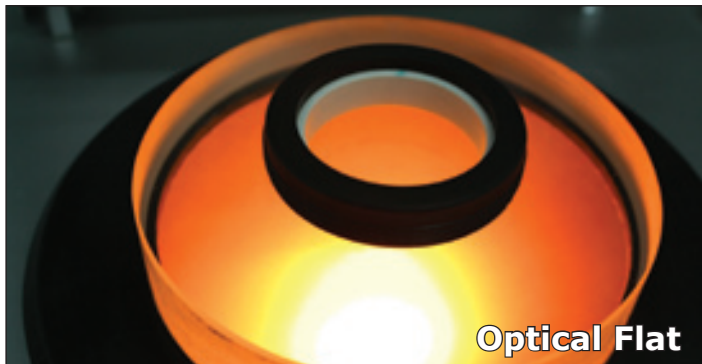
In the fall of 1990, company President Jim Bond founded Hi-Tech Seals Inc. As a strong advocate of ethical practices, he built his customer-oriented business on the principals of quality, fairness and satisfaction. These values not only extended to the products and services offered to customers, but to the employees that worked within. As a result, Hi-Tech Seals has maintained a strong core of dedicated employees; a team that could weather the good times, and the hard ones.

2009 brought unprecedented challenges to businesses everywhere. Substandard economic conditions coupled with slowed production in the oil sector caused many companies, ours included, to forge ahead in a cloud of uncertainty. Hi-Tech Seals took this time to re-evaluate many of our processes in order to optimize and improve the services offered to customers. During this period of time we kept all of our managerial staff and sales teams intact, while retaining vast number of employees through a government sponsored work sharing program. By hiring professional consultants in 'lean processes', we have, and are constantly adapting the business to thrive in today's competitive marketplace. (Article continues on page 2)

Imposing strong values has yielded exponential growth both within the company and the variety of markets in which we serve. The great successes we have had over the past two decades are a testament to a business model built on integrity and sincere customer commitment. We thank everyone who has worked with us and we look forward to expanding our reach for many more years to come.

Adrian Wawruck
Draftsman

Visit www.hitechseals.com to learn about upcoming anniversary events.



New Surface Flatness Testing

A major part of maintaining an ISO 9001 QMS program is to continually improve the effectiveness of our quality management system. One of the new improvements to our system has been the purchase of an Optical Flat measurement device. With this new device, Hi-Tech Seals can inspect mechanical seals from new vendors or do quality checks on customer parts. At Hi-Tech Seals we continue to see the importance of enhancing our quality control system so that we can provide our customers with a consistent and reliable product.

Experiencing Seal Failure? Find out why.

If you are having seal failures or related issues then you can send your samples and details to Hi-Tech Seals. We will analyze your samples and application information and prepare a failure analysis report which includes trusted sealing recommendations. Please contact Hi-Tech Seals for more information.



Specialists in Seals and Service

Our company has a commitment to providing the best possible sealing solution, which helps both our customers and us to grow. With our continued expansion, we have sought out ways to bring further value to our customers.

Over the years, Hi-Tech Seals has striven to find the best global sources for products and support. Our determination allows us to work closely with the industry's leading developers of materials and seal design. With worldwide sources we are able to produce the best product for your application, while providing it to you at a reasonable price.

To help minimize response times, we have developed several in-house departments to serve our customers better. Our Drafting, Engineering and Machining departments work hand-in-hand to produce quick results. Customers are able to enjoy both rapid prototyping, as well as the quick development of custom replacement parts.

A growing concern when developing quick response times was maintaining the integrity of our products and distribution cycle. Hi-Tech Seals was one of the first seal distributors in Canada to adopt the International Organization of Standards' (ISO) Quality Management System. The system has allowed us to develop the protocols to insure proper shipping and tracking of products that come through Hi-Tech Seals' warehouses. As a testament to the success of the program, our Edmonton shipping department has recorded 99.94% accuracy on over 35,000 items in the last quarter.

We also utilize many other great services such as in-house O-ring splice and vulcanizing, close tolerance video measurement inspection, custom seal kit creation, inkjet labeling and custom packaging. We endeavor to bring more excellent services to our customers in the years to come.

Graham Necyk, B.Mgt
Marketing Representative

Technically Speaking



The Battle with Seal Failure: Understanding Volume Change

There are two kinds of volume change you can encounter when dealing with sealing products, volume swell or volume shrinkage. Volume change is the increase or decrease of the elastomer volume after it has been in contact with a fluid. Both kinds of volume change can play a negative role on the sealing capabilities. To protect your production cycle it is important to understand volume change and know when it is time to find a better sealing material.

The more common type of volume change is volume swell. Due to the absorption of fluid, swollen seals become softer. Volume swell may lead to reduced abrasion and wear resistance, increased friction in dynamic applications and it may permit extrusion of the seal when it is under high pressure. Although too much volume swell causes issues, seal gland designs are typically created to tolerate up to 30% increase in volume for static applications and up to 15% for dynamic applications.

Volume shrinkage, on the other hand, will almost always cause problems. Volume shrinkage is often caused by improper chemical compatibility between the seal and the fluid involved. A less common cause of volume shrinkage is outgassing as a result of high vacuum levels. Volume shrinkage will reduce contact or squeeze between the seal and the sealing surface resulting in seal failure.

If you are experiencing problems with volume change or any other causes of seal failure, Hi-Tech Seals' sales staff can help identify the problem and provide a solution. If you are interested in seeing the compatibility rating of your sealing material verse the fluids in your application, you can use our chemical compatibility guide found on our website <http://www.hitechseals.com/chemical-compatibility.asp>.

Sid Ammar, E.I.T.
Application Engineer



Increase in Packaging Efficiency

Hi-Tech Seals has recently added an Autobag® PaceSetter PS 125 OneStep Tabletop Bagger to our custom bagging department. Operating at 15 bags per minute (black and clear available) with high resolution printing and automatic heat sealing, the PS 125 OneStep is a versatile tool to meet our customers growing custom bagging requirements.

Our bagging service continues to grow in popularity among our customers because of it's substantial benefits. Customers can promote their brand, receive application specific labeling and reduce the exposure of their seals to the elements, prior to installation. If you are interested in finding out more about our packaging capabilities please contact your sales representative or visit the services section of our website.

Did You Know?

Hi-Tech Seals' employees have a combined 447.5 years of sealing experience.

Milestones

We are pleased to share with you employees achieving milestones in the recent and upcoming months.

Five years of service:

Dustin Jackson

Fifteen years of service:

Kevin Bradshaw

From all of the staff at Hi-Tech Seals, we thank you for your hard work and dedication over the years.

Did You Know?

All new Hi-Tech staff undergo 50 technical seal training classes.

Hi-Tech Seals Word Search

Complete the word search and be entered to **win a digital picture frame.**



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Anniversary
TwoDecades
OpticalFlat
ISO
Monochromatic
Volume
Swell
Compatibility
Bagging
PaceSetter

Please fax your responses to 780.434.5866 by October 1st, 2010.

Name: _____

Day Time Phone #: _____



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