

MUFFLER DIGEST

The automotive exhaust industry journal

EPA FINES
MAY REACH \$327,500
PAGE 26

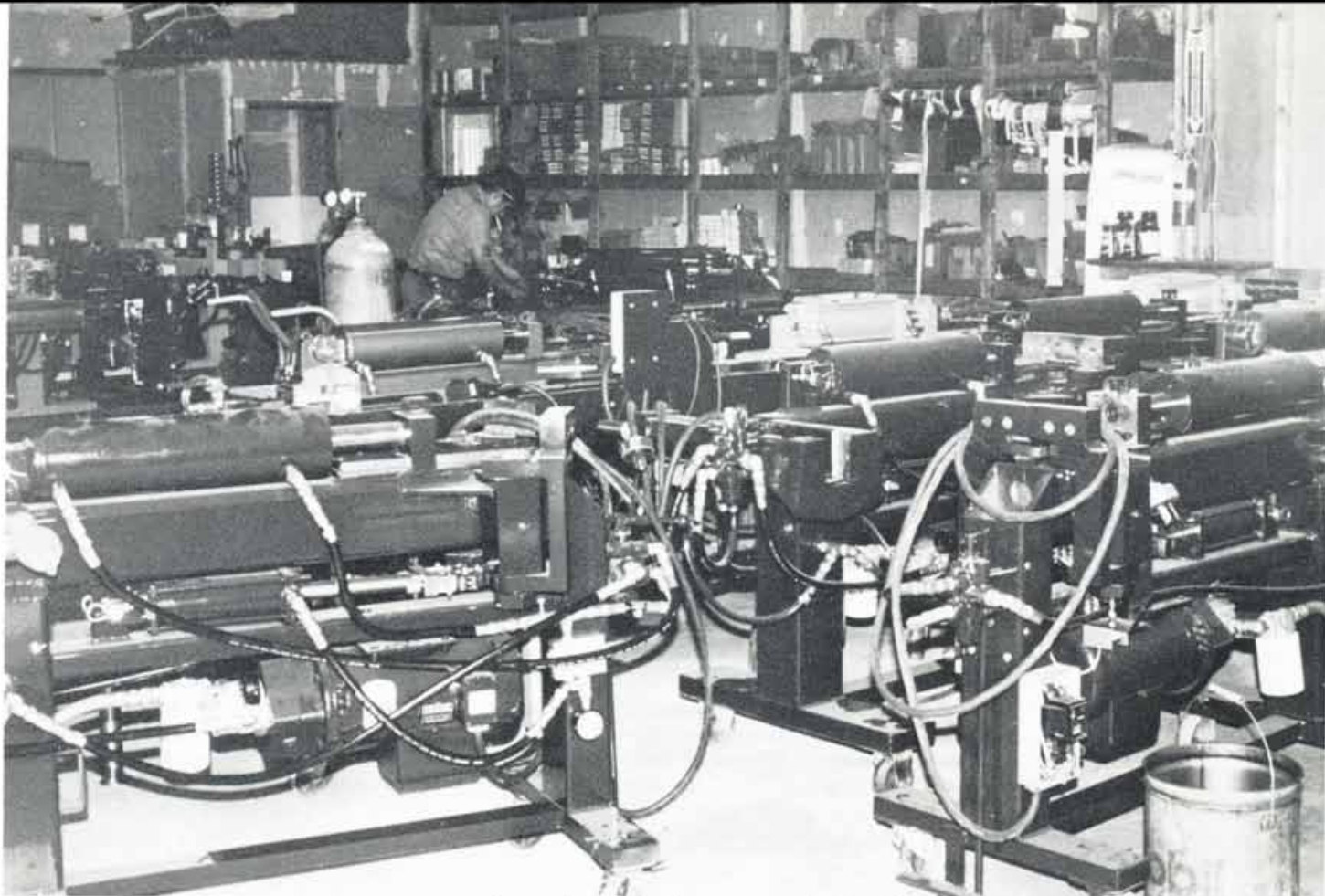
OCTOBER, 1982

BEND-PAK, INC.

SUN
WELDING



art-Bright future



A number of benders are ready for shipment at Bend-Pak's warehouse section.

Bend-Pak: A Late Start Makes A Winner

Being the latest company to introduce a bender to the industry has its advantages.

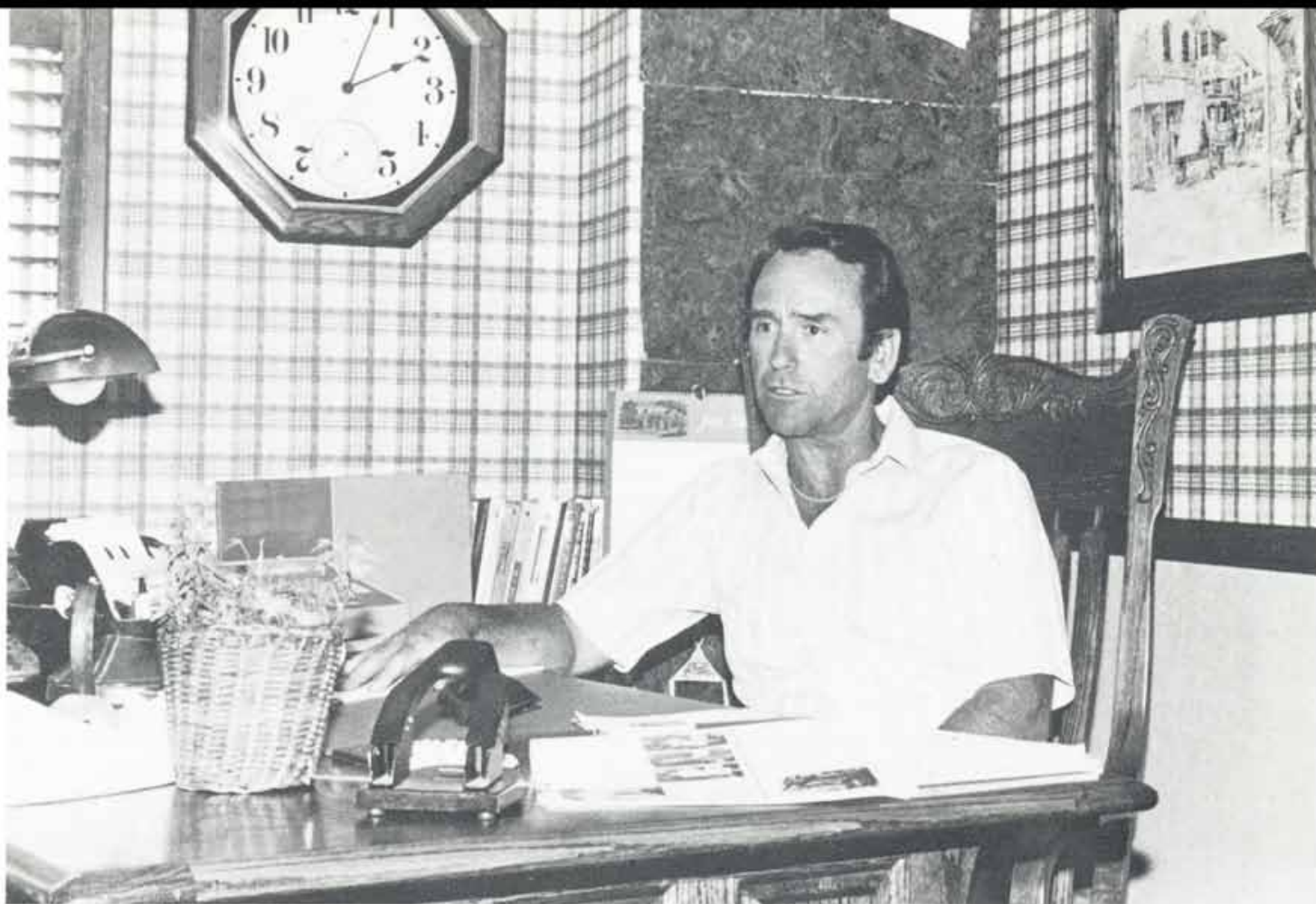
That's the philosophy of the people at Bend-Pak who say their pipe bender business is better than ever.

Don Henthorn, president of Bend-Pak and parent company QMA, purchased Hooker Hydraulics about three years ago and changed the name of the Moorpark, Calif., based company to Bend-Pak, Inc. The previous owners of the company made only two bender prototypes and Henthorn basically started the operation from scratch.

"To be competitive with everybody and to start off from ground zero, we had to come out with something a little better than everyone else," he explained. "So we looked for features that no other manufacturer offered to the mufflerman."

Rick Cole, Bend-Pak's national sales manager, said he could see the advantages of working for a new company when he took the position at Bend-Pak.

"It's kind of interesting when you get into equipment manufacturing."



Company President Don Henthorn says he is very optimistic about the future of Bend-Pak.

he said. "What happens a lot of times, you get locked into a particular design. It can be very costly to make design changes after having produced hundreds or thousands of units.

"But we kind of feel, and sales have proven, being the newest guys in the market has given us the ability to identify those weak points, and redesign them and come out with something apparently better because it sells."

Recent improvements on the Bend-Pak bender include a new latch for ram and bumper die retraction which eliminates the spring clip, die pusher and retractor bar. Also, the top cylinder side ports have been lowered, allowing for deep 180-degree bends without the tube hitting the cylinder side ports, and two inches have been added to the cylinder stroke for easy removal of deep bends.

Narrower adaptor collars have been installed to permit flanging very near a bend and a solid die quick-release device for easier die removal has been added, Cole said.

Henthorn, Cole and Bend-Pak's vice-president and general manager,

Jim Taylor, say they can't take all the credit for the improvements, but they can take the credit for taking the time to ask mufflermen about improvements they would like to see on benders.

"Bend-Pak has proven to be a very perceptive company," Cole said.

"When a customer calls and expresses his ideas, we listen. After all, he's the reason we're so successful."

"We had a guy that called us and said, 'Hey, why don't you put a sticker on your bender that says Don't Hose It Down.' But you know, we have had several users hose down their benders and get some of the electrical components wet...and by this time next month there is going to be a label on there. It's not going to be just for that purpose, but if there's two or three guys out there who have a request or suggestion like that, we're all ears here."

Taylor added, "We get a lot of comments on our service, on how well we service the machines and take care of the people once the machine is sold to them."

Major rebuilding of any brand of machine is performed at Bend-Pak's headquarters. However, some of the major distributors stock many of the common replacement parts and tooling, making it convenient for bender operators who prefer to make their own minor repairs.

Bender improvements are being noticed, Cole said. Within three months' time, production of benders increased from 22 units per month to an average 45 units.

Even with this increase in production, Bend-Pak had little trouble keeping up with the demand. Henthorn said that the parent company, QMA, makes nearly all of the components for the bender, so Bend-Pak doesn't have to rely on the promise of outside suppliers when it comes to making sure the parts arrive on time.

"When you have to depend on somebody else to get your parts, you're in trouble," Taylor said.

To add to the efficiency of the operation, QMA recently moved its headquarters from Simi Valley to Bend-Pak's facilities in Moorpark.



National Sales Manager Rick Cole says he sees several advantages to working for a new bender company such as Bend-Pak.



Bend-Pak Vice-President and General Manager Jim Taylor says many of the ideas for improving his company's bender come from customers.

The building has 20,000 square feet of manufacturing space and is located on two acres, leaving some space for expansion.

Cole said the bender assembly operation's quality workmanship can be attributed to shop manager Fernando Gomez.

Suggestions from the muffler

industry also resulted in the production of two new products at Bend-Pak, he said.

The company now is taking orders for its new Model T-600-BAS Nipple Offset Machine, a unit that Cole said is designed to increase production of finished glasspacks.

The new machine is designed for

high-volume glasspack manufacturers and also can be used by WDs who handle large glasspack inventories. A finished glasspack can be inserted in the machine to simultaneously expand both nipples to any prescribed diameter, along with offsetting both the inlet and outlet nipples to any prescribed degree, Cole said.



A Bend-Pak employee drills rounds for bender bumper ram dies.



This unit is used to program Bend-Pak's die cutting lathes.

The machine also gives the manufacturer the ease of welding all nipples straight in and straight out, which makes for quicker welding and gives him the freedom to stock straight glasspacks and then size and offset the units when orders are requested, Cole said.

Bend-Pak has a new six-inch capacity swaging unit — a clampless, up-scaled version of the unit currently installed on the standard Model 1502 bender, Cole said. The unit is tooled to make slip joints, male and female ball joints and 45 degree and 90 degree flares. It can be bench mounted and uses power from a bender or from an auxiliary 220-volt unit. Swaging is possible from three to six inches in 1/4 inch increments.

Although Bend-Pak is a young company, its parent company QMA has been in business for nearly 15 years, Henthorn said.

"It started out as a sub-contractor to the aerospace industry," he said. "Now we have a couple of patents. One of them is a MacPherson strut spring compressor, which we supply exclusively to a major manufacturer of front-end parts."

Besides Bend-Pak, QMA is the parent company of Sun Welding Products. Under the direction of Bruce Cary, the company manufactures digital safes that have a variety of uses. Instead of dialing a combination, the safe owner simply punches in a five-digit code to open the unit, Henthorn said. Other products include a black powder safe and a new safe designed specifically for retail merchants which incorporates a mail box style drop mechanism for a keyless deposit of cash.

Henthorn said he is optimistic about the future of all three companies — especially Bend-Pak. Bend-Pak units will be on display at the upcoming SEMA Show and ESPA Show.

Meanwhile, Henthorn said his company will continue to study the feasibility of manufacturing additional specialty tools and equipment.

When asked what he sees for Bend-Pak's future, Henthorn said simply: "Growth — if we can do this good in these troubled times, just watch us go when the economy is at its best."



Bend-Pak uses a sophisticated computer system that handles inventory control, mailings, statements and the company payroll.



Sun Welding, a sister company to Bend-Pak, manufactures a variety of digital safes which include units that can be used to store firearms and black powder.

WE'VE GOT IT



The most technically advanced bender is now available. You can count on our top-quality bender components to get the job done fast and efficiently.

ASK US ABOUT —

- Simplified, faster screw tool expander
- 180-degree bending capacity
- Slip-in, slip-out bending dies
- Digital automatic control
- Hands-free domer
- Production power swager for tube-end finishing

See for Yourself/Write or Call for Our Free Catalog & Price List
(805) 529-3675

BEND-PAK, INC.

646 Flinn Ave. • Moorpark, CA 93021
Circle No. 9 on Reader Service Card

Write in No. 170 on Reader Information Card