

SPOTLIGHT - SANTOPRENE THERMOPLASTIC ELASTOMER

Are you in search of a hi-temp ultra flexible custom cable solution? Well search no further, we have recently added a compound called Santoprene™ Thermoplastic Elastomer (TPE) to our growing arsenal of manufacturing capabilities.

Santoprene™ is a thermoplastic compound that is processed very similar to many types of other plastics. The difference is that Santoprene™ possesses the same levels of flexibility and durability that are commonly found with natural rubber compounds. Because of the longer life of Santoprene in both extreme hot (135C) and cold environments (-60C), it is many instances the preferred choice over many types of rubbers.

Product Highlights:

- * *Excellent flexibility and feel suitable for household appliance and personal electronics use*
- * *Strong performance in extreme temperatures with a service rated range from -60°C to 105°C (-76°F to 221°F) for wire and cable applications per UL QMTT2.E86313*
- * *High-use durability with good resistance to flex fatigue and staining*

Santoprene™
Specialty Products



AEROSPACE JOINS FIGHT TO COMBAT COUNTERFEIT PRODUCTS

Effective October 1st, 2010, UL has made it a mandatory requirements that all manufacturers be required to apply holographic UL labels for all communication cables, fire alarm cables and tray / instrumentation rated cables on the reel. This is an important and necessary step to combat counterfeit electrical products which endangers public safety and economically harms the industry as a whole.



Thanks to the fine folks at the NAED / TED, a website which is sponsored by UL, NEMA and CSA has been developed (www.counterfeitscankill.com) to generate industry awareness for this troubling issue. According to recent studies, counterfeit electrical goods has become over a **130 Million** dollar business. [Click here](#) to visit the website and learn more about this very important initiative.

THE RESULTS ARE IN: AEROSPACE CUSTOMERS SPEAK UP

In August, 2010 we conducted our first annual customer satisfaction survey. The survey was designed to help us cultivate insight, helping us create a better overall experience for our customers. Here are some of the highlights based on the final results*:

- 66%** of customers rated Aerospace pricing & lead times as better and faster vs competitors.
- 99%** of customers rated Aerospace's sales and customer service as either good or excellent.
- 64%** of customers preferred to communicate via email compared to phone and fax.

Customer Suggestions:

- Downloadable PDF spec sheets on website
- Additional resource information regarding products and services
- A list of available inventory which is emailed on a periodic basis.

Thanks again to everyone who participated in the survey. We appreciate the feedback and we look forward to implementing many of your suggestions in the near future. Stay tuned for more updates!

*Survey was conducted by zoomerang.com Results / statistics were based on surveys submitted by 85 participants.