



did you know?

News, Updates & Events from RG Group

ISSUE NO.1 VOLUME NO.1

One amazing place. Many fulfilling career paths.

The journey towards a successful career is often filled with many trails. Navigating them can lead to rewarding experiences along the way and where you end up can be different than where you may have started. Fortunately, RG Group offers many career paths – all with rewarding benefits and room for advancement.

Check out our **Career** section at www.rg-group.com. We offer roles in:

- Distribution
- Marketing
- Customer service
- Human Resources
- Technical support
- Engineering
- Field services
- Finance
- Sales



Examining societal expectations and the evolution of automation – how aligned are they?



Not that long ago, we had envisioned a future full of technological advancements that would unveil flying cars, robots like Rosey traversing our homes, cooking, cleaning and picking up after the kids and screens that would allow us to see who we were chatting with over the phone – *live*.

Could've been the perception was altered due to watching one too many Jetsons episode or because the rapid advancement of technology at the time brought with it high expectations. Regardless, the reality of one of those things happening wasn't bad!

Fast forward to the present as robotics and automation are yielding unprecedented results.

Today, sans flying cars and house maid robots, businesses across the globe are being transformed through robotics and automation. New technologies are constantly emerging, bringing with them an increased ability for tasks to be completely fulfilled by robotic solutions.

The shift from human-performed functions to partial or fully automated tasks has been greatly influenced by the pandemic workforce exodus. With labor shortages and new hire difficulties, it's estimated that 3 million industrial robots are now operating within warehouse, logistics and manufacturing facilities worldwide, performing repetitive tasks, simplifying manual processes and, overall, improving productivity, throughput and profit.

If there has been one positive takeaway from these tumultuous times, it's that the implementation of robotics and automation solutions has proven to mitigate workforce issues, resolve challenging production demands and garner relatively quick ROI's.

The BOOM – A bubble or sustainable option for the future?

To read the rest of this article and see other posts, check out our blog page at: [Blog | RG Group \(rg-group.com\)](http://Blog | RG Group (rg-group.com))



An RG Group FANUC pick and pack solution that let's valuable staff be redeployed while increasing production.

Are you familiar with one of our newest automation partners... Seegrid?

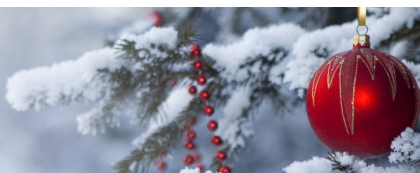
They're a premier producer of autonomous lift and tow tractors. Not only do these cool, innovative solutions add to our technology bag of tricks, they safely solve material handling and transport functions to boot!

www.rg-group.com/strategic-partners/seegrid

Coming up:

Happy Holidays from RG Group

We will be closed **Friday - Monday, December 23-26** and **Monday, January 2** to observe the holidays.



Common Hydraulic Spin-on Return Line Filter Issues and How to Avoid Them

by Steve Reynolds

Have you ever had a spin-on hydraulic filter canister rupture?

If so, it's "buyer beware" as all are not the same – especially those on the lower end of the price spectrum. Over the years, I have seen them split at the top flange connection, rip along the side seam or most commonly, at the bottom of the filter where the metal is thinner from the extrusion process. Not only does this make a huge mess, but it can also be frustrating. The likely reason that these types of failures occur is due to excess back pressure because the filter was clogged.

If your return line filter does not have any pressure differential indication, such as a gage, you won't know when to change it out. Unfortunately, it's not like your car where the filter is replaced during an oil change.

Most hydraulic fluids can last years or longer if kept clean, cool and void of any moisture. So, what causes the back pressure to increase?

The most likely reason is that the canister filter got clogged with particles generated from your hydraulic system from the breakdown of components or from poor maintenance. When the small pores of a filter become clogged, the fluid will not be able to travel as fast thru the element, causing a large pressure drop. Typically, manufacturers will rate the filter for a "fully loaded" condition when the pressure drop, or delta P is between 15-25 pounds per square inch (psi). After that point, the filter tends to increase delta P exponentially. This means it will load up at a fast rate over time. If you continue to filter your return oil with a loaded element, the next thing that can happen is the element can collapse at around 100 psi. If the filter has a by-pass, it may not even be filtering the oil at all. You might not even know this happened and with no effective element, nothing will be filtered. Your last line of defense before failure of the exterior canister is the design safety factor. This is typically 2.5 times the Maximum Allowable Operating



Quality replacement parts and filtration make all the difference.



Pressure Drop (MOPD), which averages 150 psi. So, if the canister fails then either the back pressure got to be over 450 psi, or the manufacturer has an inferior product.

Maintain safe and efficient operation with regularly scheduled filtration and high-quality filtration products from the leading name on the market, Parker Hannifin. For additional information, contact Steve Reynolds, Hydraulic Product Specialist at: Steve.Reynolds@RG-Group.com



As an organization, we acknowledge and appreciate the value in diverse perspectives and experiences. An inclusive culture fuels innovation and allows us to better serve our customers. We are committed to expanding the diversity of our organization by cultivating an environment that welcomes and supports diversity through initiatives and programs. Each member of RG Group has a responsibility to support diversity, equity, and inclusion by having the courage to speak up, sharing experiences, being empathetic, and/or fostering an open and collaborative environment respectful of differences. Not only is supporting diversity, equity and inclusion the right thing to do morally, it is also the right thing to do for the success of our organization.



Bobbie Delp

Complex Transaction Specialist
RG ACE Award Recipient

Bucket List: Sampling a slice of pizza at each of the world's premiere pizza parlors

Off the Clock: Kicking it around on any soccer field to be had; Trying to hook that big catch – albeit bass, catfish or sunny!



Can't Live Without: Coffee, Coffee and more Coffee

Bobbie has been with RG since 12/07/2015. During this timeframe Bobbie cut her teeth as Premier customer liaison, honing her CS acumen as customer advocate. In her current role as complex transaction specialist, Bobbie handles complex orders, RMAs, service orders, negotiating lead times and expedited delivery

schedules with our vendors. Delving into her toolbox of acquired, proficient skills, Bobbie continues to make our processes as efficient as possible so that we can focus on the highest customer experience possible, growing our relationships and delivering the Trusted Expertise our valued patrons expect.

Cory Bray

Customer Service Representative



Family First: Playing chauffer and cheering section to an active, sports enthusiast pre-teen daughter

Animal House: Thanks to a pet loving spouse, the Bray sanctuary is home to 2 dogs, 2 cats with room for more

3 Letterman: Basketball, football and baseball viewing with at least one in-person game and plenty of TV time to support the passion

Cory joined RG in 11/29/2021. Since then, he's been on the RG Group front-line team, fielding customer emails, answering questions, processing orders, generating quotes and resolving issues. A day in the life so to speak is diverse but Cory rises to the challenge bring professionalism and enthusiasm to each situation he encounters.

Committed to excellence, Cory wants to continue learning more about fluid power and the products we distribute so that he can fine tune his expertise and bring those he deals with an even higher quality customer experience. Cory tackles a high volume of calls each day, resolving them effectively while providing excellent support.