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**Pepi**<sup>®</sup>

**Portage Electric Products, Inc.**  
*Thermal Control Specialists*

## Quality Assurance Survey Response

**Headquarters:** Portage Electric Products, Inc.  
P.O. Box 2170  
7700 Freedom Avenue NW  
North Canton, Ohio USA 44720  
  
Phone: 330-499-2727  
Fax: 330-499-1853  
Web Site: [www.pepiusa.com](http://www.pepiusa.com)  
Email: [salesinfo@pepiusa.com](mailto:salesinfo@pepiusa.com)

**Subsidiaries:** Portage Electric Europe, bv. – Lage Zwaluwe, The Netherlands  
  
Portage Electric Asia Limited – Hong Kong, China  
  
EAW Relaistechnik, GmbH – Berlin, Germany

**Type of Business:** Manufacturer of thermal controls (thermostats and thermal protectors)

**Year Established:** 1963

**Ownership:** Privately held corporation – information for sales revenues are not published.

**Contacts:** Brandon L. Wehl - Chief Executive Officer  
James M. Petro - Vice President - Sales  
For purposes of internal coordination, all contacts are routed through our Sales Department.

**Facility:** Headquarters - total of 80,000 square feet located on 8.4 acres

**Total Employees:** 180

**SIC Code:** 3822

**NAICS Code:** 334512

**Dun's Number:** 00 446 2206

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- Payment Terms:** Typically Net 30 Days
- F. O. B. Point:** Usually North Canton, Ohio or El Paso, Texas USA. Other locations varies by point of manufacturing.
- Lead Time:** Generally 4-6 weeks for production quantity orders and 3-5 working days for prototypes. All of our thermal controls are manufactured per order to each customer's specifications. Inventory of finished goods is not maintained.
- Minimum Billing:** U. S. \$250.00
- Return Policy:** A Return Materials Authorization is required.
- Equipment:** All equipment that is used in the manufacturing or processing of our thermal controls has been either designed and manufactured by Portage Electric Products, Inc., or has been modified to suit our specific requirements. All equipment is maintained by specially trained personnel at this location.
- Purchased Goods:** All suppliers for purchased materials that are used in the manufacture of our thermal controls, have been selected per documented procedures. All dimensional specifications and inspection criteria used for acceptance are mutually agreed upon by the supplier and Portage Electric Products, Inc.
- Customers:** Due to the sensitive and competitive situation that exists between many of our customers, it is corporate policy not to disclose names nor divulge any information regarding our customers.
- Agency Approvals:** All of our thermal controls have been tested or evaluated under the component programs of one of the following safety or test agencies. Underwriter's Laboratory, Canadian Standards Association, or Verband Deutscher Elektrotechniker.
- Test Equipment:** All testing and measuring equipment is periodically calibrated per documented procedures. All measuring equipment is traceable to NIST.
- Quality Assurance:** The Quality Assurance Department operates independently of any other department. The Quality Assurance Manager reports directly to the CEO. A MRB Board reviews all non-conforming product.
- Documentation:** The Quality System Documentation consists of the following:
- Quality Policy Manual
  - Operational Procedures Manual
  - Work Instructions Manual

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Documented procedures also exist for the following elements:

Management Responsibility  
Quality System  
Contract Review  
Design Control  
Documentation Control  
Purchasing  
Customer Supplied Material  
Identification and Traceability  
Process Control  
Inspection and Testing  
Inspection and Measuring Equipment  
Inspection and Test Status  
Control of Non-Conforming Product  
Corrective Action  
Handling, Storage, Packaging, and Delivery  
Quality Records  
Internal Quality Audits  
Training  
Servicing  
Statistical Techniques

**ISO9001 Registration:** The Quality Management System of Portage Electric Products, Inc. has been assessed and approved to meet the requirement of ISO 9001:2008 with Design. Current Certificate Expires June 13, 2012.

**Submitted by:** Portage Electric Products, Inc.

Brandon L. Wehl  
Chief Executive Officer

January 1, 2011