

7700 Freedom Ave., N.W.
North Canton, Ohio 44720
Phone (330) 499-2727 • 1-888-604-PEPI
FAX (330) 499-1853 • www.pepiusa.com



Pepi[®]

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
Email: 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

Portage Electric Quality Assurance Survey Response

Page 2

- 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

Portage Electric Quality Assurance Response
Page 3

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, 2010