

# L AVERDA RACING TEAM KONSTANZ

## L AVERDA-PARADIES

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 Internetshop: [www.laverda-paradies.de](http://www.laverda-paradies.de)



- ☛ Large spare parts store: New & Used  
over 3500 items deliverable from stock
- ☛ Lead free conversions of cylinder head and reboring
- ☛ Reconditioning and Tuning, TÜV-preparation  
carburettor modification and other modifications
- ☛ Simply said if it has to do with L AVERDA, then you have come to the right address

## CHRISTMAS NEWSLETTER 2007 written by Andy

- D Dieser Rundbrief ist in Deutsch, Französisch und Englisch erhältlich  
 GB This news letter is available in German, English and French  
 F Cette circulaire est disponible en allemand, français et anglais

Hello Dear Laverda Friends,

Another year is drawing to a close and Christmas is already waiting at the door.

We want to inform you before the holidays about a few important issues, so that all goes well, by having well informed customers things run well for us both.

**As always we are closed over the Christmas period, more precisely from 24.12.2007 until 31.1.2008 (there is no phone contact available). During this time we are still working.**

During this time we are not just sitting around doing nothing. There are many orders that still have to be completed during the holiday period. That means a last dash to complete the 1000 catalogue in the around 5 weeks. All effort will be put into January 2008 hopefully getting the three cylinder catalogue finished by the end of April 2008 ready to be sent out. The two cylinder catalogue is also almost finished, though it is difficult to maintain a working week of between 60 and 80 hours, this will then need many more months to complete. The first newsletter in 2008 will then be sent out once the 1000 catalogue is ready to be sent out, you will be kept up to date with details.

JANUAR 01	FEBRUAR 02	MÄRZ 03	APRIL 04	MAI 05	JUNI 06
1 Di	1 Fr	1 So	1 Di	1 Di	1 So
2 Mi	2 Sa	2 So	2 Mi	2 Fr	2 Mo
3 Do	3 So	3 Mo	3 Do	3 So	3 Di
4 Fr	4 Mo	4 Di	4 Fr	4 So	4 Mi
5 Sa	5 Di	5 Mi	5 Sa	5 Mo	5 Do
6 So	6 Mi	6 Do	6 So	6 Di	6 Fr
7 Mo	7 Do	7 Fr	7 Mo	7 Mi	7 Sa
8 Di	8 Fr	8 So	8 Di	8 Do	8 So
9 Mi	9 Sa	9 So	9 Mi	9 Fr	9 Mo
10 Do	10 So	10 Mo	10 Do	10 Sa	10 Di
11 Fr	11 Mo	11 Di	11 Fr	11 So	11 Mi
12 Sa	12 Di	12 Mi	12 Sa	12 Mo	12 Do
13 So	13 Mi	13 Do	13 So	13 Di	13 Fr
14 Mo	14 Do	14 Fr	14 Mo	14 Mi	14 Sa
15 Di	15 Fr	15 So	15 Di	15 Do	15 So
16 Mi	16 Sa	16 So	16 Mi	16 Fr	16 Mo
17 Do	17 So	17 Mo	17 Do	17 So	17 Di
18 Fr	18 Mo	18 Di	18 Fr	18 Mo	18 Do
19 Sa	19 Di	19 Mi	19 Sa	19 Di	19 Fr
20 So	20 Mi	20 Do	20 So	20 Do	20 So
21 Mo	21 Do	21 Fr	21 Mo	21 Mi	21 Sa
22 Di	22 Fr	22 So	22 Di	22 Do	22 So
23 Mi	23 Sa	23 So	23 Mi	23 Fr	23 Mo
24 Do	24 So	24 Mo	24 Do	24 So	24 Di
25 Fr	25 Mo	25 Di	25 Fr	25 Mo	25 Do
26 Sa	26 Di	26 Mi	26 Sa	26 Mi	26 Sa
27 So	27 Mi	27 Do	27 So	27 Do	27 Fr
28 Mo	28 Do	28 Fr	28 Mo	28 Mi	28 Sa
29 Di	29 Fr	29 So	29 Di	29 Do	29 So
30 Mi	30 Sa	30 So	30 Mi	30 Fr	30 Mo
31 Do	31 Mo	31 Di	31 Do	31 Sa	31 Do

2008

www.laverda-paradies.de

## **Although we are closed from 24.12.2007 until 31.1.2008 orders will still be sent out!**

Experience has shown that during the December and January period many orders arrive and have to be processed; these will as usual be processed and dispatched.

There will be no telephone support during the period from 24.12.2007 until 31.1.2008, the dispatch of orders, received by letter, Fax or better still via the Internet Shop will be processed once a week as follows:

All orders received up to Monday at 12 o'clock, will be accepted, and then processed ready to be dispatched by Tuesday. If you were to send an order on Tuesday your order will be processed but will first be dispatched on Tuesday the following week. This way there is a maximum delay for your order of 1 week, depending on what day you place your order during the period of 24.12.2007 until 31.1.2008 this system has been well used and I hope you, our customer, can accept the conditions. As of February all will be back to normal and you will have access to the normal phone times!

## **We still have a staff shortage**

Even though we have been actively looking, we are still unable to find a new member of staff, that meets our multitude of requirements to ensure that the quality and assurance of our spare parts department require as well as the workshop and of course for our customers is not compromised. Alfred, Luis and I are regularly working 60 hour weeks, often many hours more. Our part time employees Luise, Anne and Dagmar, for the dispatch department, accounting department and office are putting up a great effort and are constantly collecting many hours of overtime. As long as the employee problem is still not resolved we have concluded to close one week during each month. These weeks for the first 6 months in 2008 including 1. May and the Pastis Rally are shown in the calendar for the year 2008 between January and June.

I hope to attend the 1. May Rally in Italy including the Pastis Rally in France, as these 2 events are the most important 6000-8000 kilometres for the Laverda in the year. During the other weeks in which we are closed we will simply not take calls on the support line and also there will be no dispatching of orders, so that we can concentrate on other important issues i.e. completing the 750 catalogue. Our new Internet Shop has now been coded, though over 1000 pictures will have to be included of spare parts as well as technical description of the parts, which is the substance of the catalogue. There is a lot to do and we are getting on with it!

## **New temporary telephone number for the telephone support 3 to 6 p.m. The previous known number 0049-(0)7531 – 6 11 98 will only give information about the new number which will still be changed in February 2008.**

Hopefully we will never be able to clone people; as there is only one of me.

Due to the already mentioned staff shortage it is not possible for me to be in the workshop, in the graphic department for the catalogue and Internet, in the dispatch centre and then also having to man the phone during support times. This way I will be accessible via mobile phone during the hours of 15-18:00.

Since November 2007 we have been testing this and have gathered positive results. I can take calls from any place that has shown it to be a relief for me.

As we know that easily more than 50% of our customers including those from overseas call using a mobile phone then it can actually be an advantage due to calling costs. For fixed line calls there has long been the advantage to use prefix call numbers that make calling a mobile phone a lot cheaper, so for you the customer you should not have any difficulties.

## **Further reasons, why we do not have phone support one week in each month – our enormous spare part production**

It does not matter which spare part stock runs out, even if it is seldom required, we produce in batches of 20, 50 or 100 pieces. Even if it is a complicated part, this makes my job even more interesting and challenging. I perform all the tasks necessary to have an entry in the accounts, pass on to the graphics department and develop ideas for the catalogue and Internet. Internet programming is not something that I can do but I am able to provide precise information for me to pass on to the company that then develops the internet software. There are also tasks like reconditioning engines, complete restorations to be organised and completed, and then the call centre where we are challenged by the varied questions that are placed. Then there is the technical engineering for spare parts, these need to be considered and planned to ensure a best solution for simple but to a high standard of quality, though keeping in mind to be as close to original specification as possible. There is also the task of tool maker that makes possible the impossible, also the making of prototypes, the controlling the quality of manufacturing parts for their accuracy for fitting or even the location of production errors so that we ensure that only good quality spare parts end up in our stores.



Do you now know what a great, diverse, interesting and responsible task that I have daily? And why it is so hard to find someone who can support this work load. As there is only one of me I have to pass on some tasks to others. This requires a lot of preparation that also consumes a lot of time.

### **Above all our spare parts production will in the following weeks while we are closed for business continue once the new catalogues are finished.**

Two difficult projects are shown here in **Picture1** is the original gear change mechanism for standard foot rests for the 1000-180° Laverda, **Picture2** shows the original gear change mechanism for rear sets on a Jota. Both kits convert 1000-180° Laverdas gear change from right- to left- hand side with the rear brake moved to the right hand side. From these original kits we have sold the last set in the 2007 season. It is now high time to construct these from new, technical drawings made, prototypes made and tested on various Laverda models to be sure that they are a good fit. As such a kit is made from many parts it makes the task very time consuming. This needs more than a week of concentrated effort to ensure things are done well.

### **Brake lever for the new Laverda brake drum**

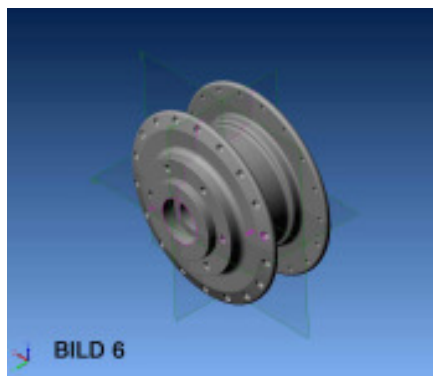
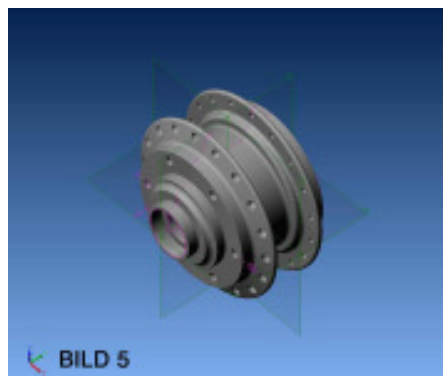
This is a classic example that the best results are achieved when you do the job yourself. If only much more time were available.... We placed an order at several companies that specialise in laser cutting tools including polishing and chroming. An original part with technical drawings a part description, covering the required modifications, was supplied then we waited for the companies to propose a cost to produce these parts in batches of 100 large levers and 100 small levers. Now the first problem: of the 6 companies we contacted only two managed, after around 3 months of waiting, to make an offer, though they had promised to do so straight away. With the other companies we had a lot of difficulty simply trying to get our original parts back, which we only managed after months of phoning and waiting!



One company of the two made an offer and got the task to make the part (which they quoted to deliver in 4 weeks). After nearly 4 months we finally got a part that we could use to check dimensions. In **Picture3** at the **bottom** the original pattern part, in the **middle** the first attempt at production, this was easily 10mm too short. Followed by a detailed phone call and several further checks 2 months later a further production part was delivered, this time the part was made better but was still 5mm too short. Additionally there was a new mistake in the production part. The bend in the lever is in the wrong place refer to **Picture3 top**. Enough was enough and a third production part was no longer needed from this company. We then gave the task to another company after long phone discussions and a now 6 month delay. Quoted was a turn around of 4-6 weeks for a production part, though until now we have not even received our original part back. **Though it all worked out well**, as we are making the part ourselves. In **Picture4** you can see a tool made by one of our best CNC millers. Using this tool the lever can be pressed into shape using our 16 tonne press tool. The laser program is done by a company with a good reputation with which we do a lot of work together. We polish the parts ourselves before sending them off to be chromed. Soon we will be able to offer you the lever again, as we have already orders waiting for the part. Hopefully you get a better picture as to why we now have one week to concentrate on sorting out problems like this. We need the time for our enormous spares parts production, of which we can show you some 3D images, of which 3 are already long in production.

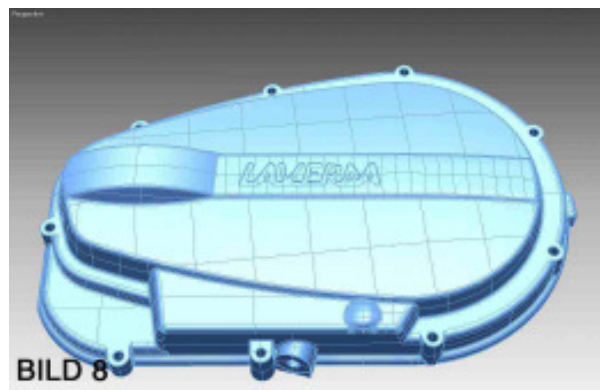
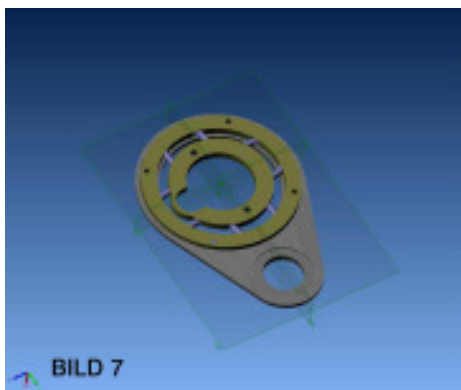
Picture5 Wheel hub front for spoked wheel and twin disc brake

Picture6 Wheel hub rear for spoked wheel and single disc brake

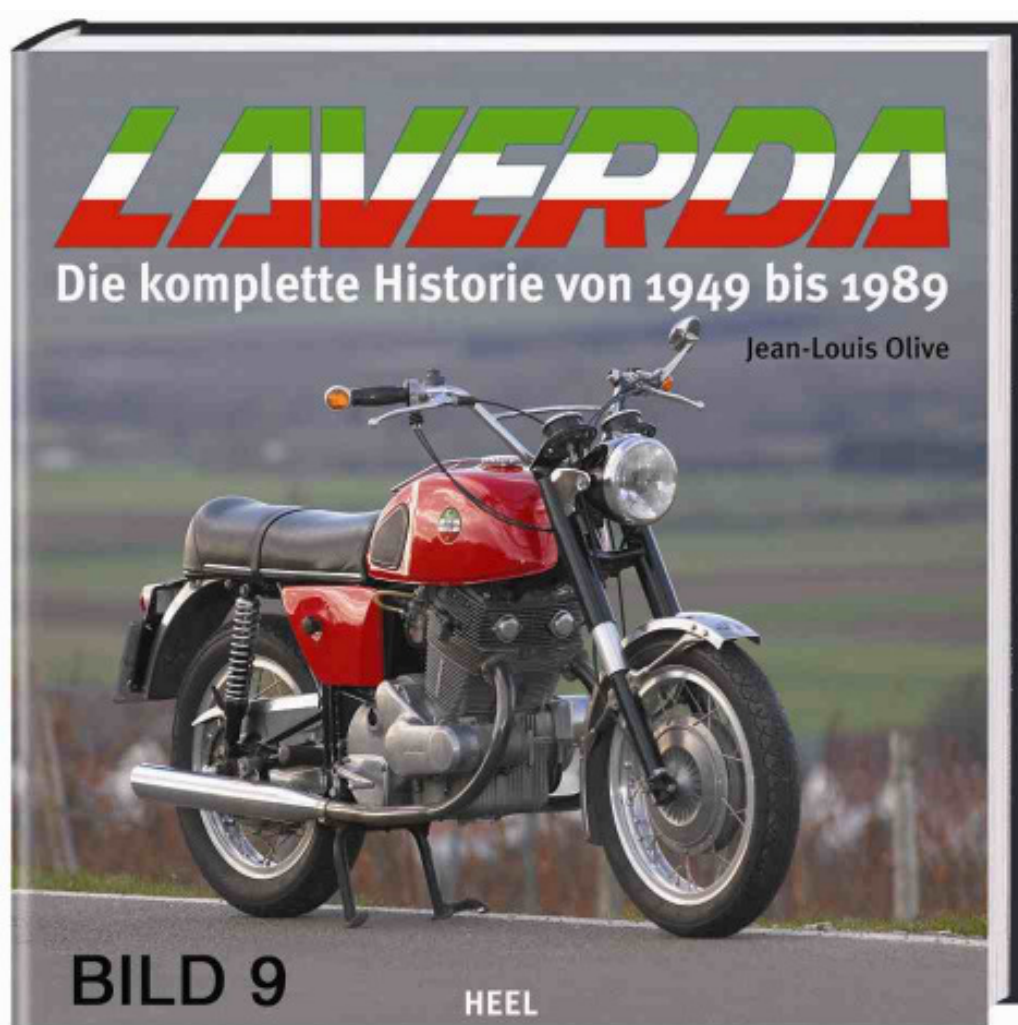


Picture7 Smiths console for speedometer and rev-counter

Picture8 Primary drive cover 180°



**Saving the best until last something brand-new, the first written in German Laverda book, refer to Picture9, Cod-No. 0-83 for 35€**



The French author - Louis Olive has with a lot of effort put his book together over the last 2 years. A German publisher has taken it and translated it into German. Making this the first German-speaking Laverda book, covering the complete history of Laverda from 1949 up to 1989. Included are many detailed pictures some of which have not been seen before, from the personal archive of Piero Laverda, covering 176 pages. This unique book in 26 x 26 cm format costs 35€ and is immediately available from us for delivery. Perhaps you can give your girlfriend or spouse a tip, as Christmas is just around the corner.

At this point I would like to thank all those who emailed over 400 customers, who reacted and sent photos of their Laverda's for the new catalogue. We now have a large range of picture to choose from. Many many thanks; it was a pleasure to get such a response!

Wishing you all a reflective holiday period and a great New Years party and wish you Forza Laverda.

Andy Wagner and Team