

UPDATE

NORTH AMERICAN SAFETY VALVE

Fall, 2011

From the
President's Desk



Allen Tanis
President

*Questions?
We have your
answers.*

INSIDE

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The Answer Man

Questions, questions and more questions. Even after 36 years in this business, we still get the same questions. Here are answers to some of the most common questions we get every day.

What is your cutoff time?

If you need a valve out the same day, please send your PO before noon CST. Sometimes we can pull off a last-minute Hail Mary pass, and we love to do it when we can. But every valve ordered must go through a labor-intensive process before it ships:

- It's pulled from inventory
- The correct spring is installed
- It's tested by a technician
- Verified by a second technician
- Then final inspection and tagging.

THEN it's handed off to the shipping clerk.

If you can get your PO to us by noon for same-day shipping, we can devise our halftime game plans to get out as many valves as possible. And keep as many customers happy as possible, so you'll sell more of our valves.

Do you sell new valves?

Yes. Most of our sales are new safety valves.

Do you have Kunkle Valves?

We have the largest Kunkle Valve inventory in the world. We carry nearly every set pressure and configuration they make. More importantly, we carry them in quantity.

However, Kunkle is only a portion of our business. We can help you quote Consolidated, Crosby, Farris, Conbraco, Kingston, FulFlo, Aquatrol and more.

Why did you put a remanufactured option on my quote? My customer accepts new only.

We try to help you, our customer, get safety valve orders in any way possible. We provide the quote on a new, factory delivery valve with its 1-year warranty that you requested. But we also quote a remanufactured option at about half the cost with a 2-year warranty whenever we can. Offer both options to your customer. You'll be pleasantly surprised with the response ... and the order that will come from it. That remanufactured option gives you two ways to meet your customer's needs.

Can you handle safety valve repair work?

Absolutely! A few newsletters ago, I talked about the investments we've made in our repair shop. We purchased a new lathe and hired another experienced machinist. We did this in anticipation of a decrease in new valve requests and an increase in repair (and remanufactured) requests.

With the economy being bumpy, a lot of companies were exploring new ways to save money. We were happy to invest in our business in order to make this transition smooth for you. The new guy we hired is great, and we need your help to keep him busy, so please solicit repair work too!

Seriously, we really appreciate your business and look forward to your next questions, and our next opportunity to make safety valves the easiest sales you can make.

Allen Tanis

When Budgets are Tight, Push the Remanufactured Alternative.

Today, many companies are finding when maintenance budgets need to be stretched; a safe way to save is to rely on remanufactured safety valves.

For most industrial uses, remanufactured valves offer excellent availability and are extremely cost effective without compromising quality or safety.

During the remanufacturing process, all valves receive the utmost attention to ensure they meet original specifications. Our quality control program allows our personnel to carefully monitor all steps of the remanufacturing process to assure the highest quality. And all remanufactured valves are guaranteed for two full years on both parts and workmanship.



As with our new valves, computer-aided ordering and parts inventory ensure a fast, reliable turnaround for remanufactured valves.

The biggest difference between remanufactured valves and new OEM valves is the cost—about one-half—and the warranty—two years.

To learn more about remanufactured valves and how they can work in your customer's applications, call a NASVI application engineer today.

Offering remanufactured valves will increase sales!

When your customer mentions budgets are tight, suggest the solid alternative. A remanufactured valve from North American.

Your customer will be back in production faster ... for fewer dollars ... with full confidence. Think of the times you've missed a valve sale because of price, availability or delivery. Now you can offer that customer a choice—a solid, safe and sensible choice. The remanufactured alternative.



Safety Valve 101—Online!



The basics on Safety Valves in ten minutes or less.

You can take a quick crash course in Safety Valve Installation and Operation by going to our website, www.nasvi.com/install.htm. It's all there. Everything you need to know to sell safety valves.

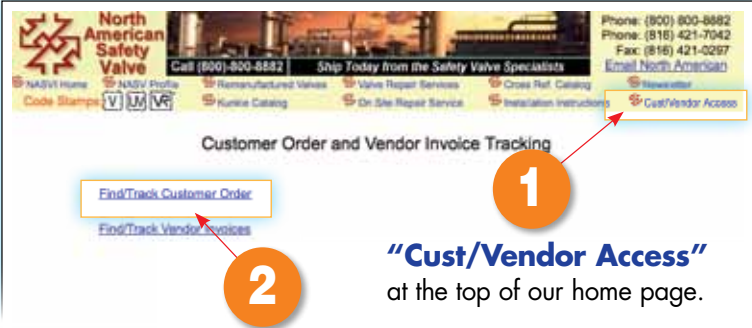
When it comes to answers on UPS shipping, we never sleep! Get answers 24/7 with our new online order tracking.

We're always happy to answer any questions you have about your orders. But now you don't have to call us to find out what's going on. We've added a feature on our website that can show you just about everything you need to know. With just your purchase order number and the ship-to zip code, here's what you can find out:

- Obtain UPS freight charges for faster billing
- Track your shipment via the UPS Tracking Number
- Get the truck shipment Pro Numbers
- Verify if we received your order
- Review the items on an order
- Confirm if and when items shipped
- Check the ship-to address.

It's Fast! It's Convenient! It's Easy!

To use this new feature, go to www.nasvi.com and click on:



"Cust/Vendor Access" at the top of our home page.

"Find/Track Customer Order"

and type in the P.O. number and the zip code of the shipping address.



Now when your customer calls you to ask, "where's my valves?" you'll have the answer in seconds.

At NASVI, we're all about service.

If you don't have a P.O. number or have any questions about your order, just give us a call. Our 800 number is right there on the page. And we're always happy to help you any way we can.



If we do that you will have a matched set. Early relief is usually caused by one of three factors that we can rectify with troubleshooting.

1. Operating too close to the set pressure: A safety valve must be set at least 5 psig or 10% (which ever is greater) above the operating pressure or it will leak. The greater this differential, the less trouble you will have. A safety valve is NOT 100% tight up to the set pressure. As the pressure builds below the disc, it will "warn" by leaking by the seats. This warn period is a natural and necessary part of safety valve performance.

2. Improper mounting: A safety valve is a very delicate instrument and all the parts in it have to be perpendicular to the ground. If your customer installs it on a 45-degree or horizontal position it will cause the internals to misalign. This leads to constant leaks and early relief. I have seen them installed upside down twice in 39 years—and both of them leaked.

3. Piping strain: Any piping on the outlet of the valve must be supported by something other than the valve itself. Piping weighing on the outlet side causes the internals to misalign, again causing leaks and early relief.

Backpressure issues

If you have a complaint of leakage out of the cap or weep holes on the valve, it usually is coming in through the outlet. If **backpressure cannot be eliminated**, we need to know **during valve selection** and **before valve testing** so we can address it on the front side.



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LEADER

 NORTH AMERICAN SAFETY VALVE

Mark Your Calendar and Plan to Attend the 2011 Chem Show



Javits Center New York City Nov. 1-3, 2011

If you're attending this year's Chem Show at the Javits Center in New York City, we invite you to stop by our booth and pick up a catalog. Allen and Andrea Tanis will be there to greet you and answer any questions you have on safety valves, repair services and our remanufacturing facility.



Your total source for all lines of:

- New Safety Valves
- Remanufactured Safety Valves
- Repair Services
- Replacement Parts
- Reset Services
- On-site Repairs

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Look for us at **Booth 611** in the Process Control & Automation Center near the entrance.