

UPDATE

NORTH AMERICAN SAFETY VALVE

Summer, 2017

From the
President's Desk



Allen Tanis
President

“The nice thing about dealing with the Safety Valve Doctor is when you have a problem, we're here to diagnose it and fix it.”

Doctor Feel Good

For some reason I get asked pretty frequently if I'm a surgeon. Believe me, you don't want me operating on you. I tell people I'm the Safety Valve Doctor because when it comes to buying safety valves, I know how to make you feel good.

If there was a poll on what company responds quickly and accurately to customer requests, has the best inventory and ships fast, we would come damned close to the top. We get a lot of praise, and we really appreciate it. Here's why people like to buy from us.

Last year, we tested 47,000 safety valves. On each one, the final test was witnessed by a fresh pair of eyes. We even back pressure test up to 50 PSIG on all closed cap valves, whether you tell us there is back pressure or not. So if the installer does not use the hex to tighten the valve, we know where the problem lies.

Do we screw up once in awhile? Well, we're only human. But I can tell you when there is a problem with a valve, we'll diagnose it and 99.9% of the time it isn't us. It is either something the customer is doing or something is wrong with their processes that they're unaware of. This isn't brain surgery, but a safety valve is a very delicate instrument and one piece of crud can make it leak. If there is a problem, we are here to help solve it. If your customer has extra stringent testing methods, we will do our best to duplicate them. We don't want a customer to get frustrated and think no one is on his side.

I made a house call to a large OEM that wasn't getting the deliveries they needed. The Safety Valve Doctor probably saved the day for the manufacturer. The OEM had been looking to replace their current line but couldn't find an equal, maybe because the competition got tired of calling on them since things really are super tough to get changed. But the Safety Valve Doctor must have made them feel pretty good because they are still buying Kunkle Valves. I tell my people they are only as good as their last personal visit, phone call or mailer.

The Safety Valve Doctor was at our new building when a trucker delivered a package. It was 12 feet long and 4 feet high and 8 inches thick. I couldn't figure out what we would have ordered that would fit that description. I looked at the bill of lading and told the driver it wasn't for us. He said just sign for it, stick it in the corner and someone will need it one day. I told him to look at the bill of lading and the pro numbers, which were different. He called his office and they told him it was for someone in Idaho. The doctor strikes again.

The nice thing about dealing with the Safety Valve Doctor is you don't have to come to me for your safety valves. You can try a new supplier any time you want. But when you have a problem, we'll be here to diagnose it and fix it.

There was a recent buyout in the industry and many companies are scrambling to pick up new lines. Some of the lines were household names and sold themselves. Remember, a safety valve line is nice to have because it is one line that will sell itself.

The doctor appreciates all the orders you send us. He wishes you nothing but good health and happiness. See you soon in our new building.

Allen Tanis

Your Source for hard-to-find multi-unit orders.

Our giant inventory and remarkable selection awaits your call.

One of the customers recently inquired about the availability of five 4-inch liquid flanged valves. The end user had made a mistake in ordering and was in desperate need of these valves immediately.

They were relieved and pleasantly surprised to find that we did indeed have them on the shelf. We were able to set them and ship them the same day.

After a silent pause, the customer made the remark that he should've called us before spending his entire day trying to track them down. His best offer before calling us was a six-week lead time.

When North American Safety Valve opened for business in 1975, it was our belief that this kind of service will get you the order every time. Forty-two years later, with the advent of fax machines, emails, UPS Same Day Delivery, and video conferencing, it seems that the demand for timely service is only getting more competitive. We are aware of this need and strive to deliver it.

North American Safety Valve still feels that customer service is our No. 1 priority and speedy delivery is one component of that service.

We pledge to keep our standards of customer service high so you can help your customers meet their deadlines. We thank you for your business and look forward to serving you for the next 42 years.

We've built our business on exceeding expectations. Call us.

Ordering Safety Valves

In most cases, your customer will know exactly which valve they need to do the job. If not, our experienced applications engineer will help you and your customer determine the proper valve make and model.



Recomend Remanufactured Valves with Full Confidence.

BEFORE



AFTER

It's a growing alternative for customers looking to save money and cut downtime.

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.

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

And offering remanufactured valves will increase your sales!

If you're looking for more business, make our Service Center your first stop.

Our repair service center is designed to keep your customer's safety and relief valves at peak operating efficiency. And put extra profits in your pocket.

North American's Service Center is equipped to handle any safety valve repair. NASVI has the specifications for nearly every safety valve ever made—allowing

Factory-trained service personnel spot potential problems and recommend the most economical ways to solve them.

technicians to make repairs to exact specifications. The center has six lathes on site, so technicians can restore tolerances on existing parts in quick order. If a part cannot be restored, it can generally be replaced from our extensive parts inventory.

Once repairs are complete, valves are tested and then set at one of six, fully equipped test stations. The boiler is on everyday for testing steam valves. It's always ready, allowing us to set and ship your valves fast.

Over the years, our Service Center has proven popular with maintenance managers. It allows the plant to have their valves repaired, serviced and set quickly, which

minimizes downtime. They also like the service because it saves them money.

Our repair service also includes updating the valve to the latest design standard when necessary. All valves serviced in our repair facility carry a one-year standard warranty. North American holds ASME's V and UV stamps and National Board's NB and VR stamps. The next time your customer has questions about repairing or upgrading their safety or relief valves, give one of our application engineers a call.

With North American's Service Center, you can maximize your customer's uptime while saving both time and money. Make our Service Center your service center. Just one call will provide quick solutions to all your repair needs. An application engineer will work directly with you to customize a program to meet your customer's needs.

And put extra profits in your pocket.

NASVI Makes Selling Safety Valves Easy!

You don't have to be an expert in the field of safety and relief valves to sell them. We are here to help. Our goal is to make it easy for you to profit from the sales of safety and relief valves. Our expertise comes from taking care of our customers for over 42 years. And our large inventory allows us to offer same day shipment from stock on every valve Kunkle makes.

We are focused.

The sole responsibility of our dedicated applications engineers is to take care of your requirements. We will help you with sales planning, product selection and after-sale service when needed. We will even provide you with catalogs that have no reference to NASVI.

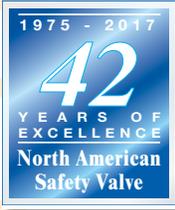
Our valuable advice is free and as close as your phone. So the next time your customer calls and needs a safety or relief valve, call a NASVI Applications Engineer.

They'll have a quick answer on price, availability and shipment. When it comes to selling safety valves, you don't have to stock anything. Simply call **1-800-800-8882** or visit us on the web at **www.nasvi.com**. We'll make it easy for you!





1500 Iron Street
North Kansas City, MO 64116



If we mailed this to someone that is no longer at this address, please email us at:

sales@NASVI.com

Include the name and company for removal.

Thanks for your help!

PRSR STD
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EUDORA, KS

RETURN SERVICE REQUESTED

Develop New Profitable Business— Offer On-Site Safety Valve Service.

NASVI delivers valve repair and testing to the job site.

Our two-truck unit responds to customer requests anywhere, offering on-site repair and resetting of safety valves during scheduled maintenance shutdowns.

Step into the mobile repair unit and you'll find all the equipment necessary to perform highest-caliber repairs: sand blaster, compressor, lathe, mill/drill press, lapping machine—it's all inside. There's also a Consolidated® seat-resurfacing machine with all adapters for every orifice in the Maxi-Flow® boiler line. Completed valve work will carry the VR stamp.

The Field Service Unit also includes a state-of-the-art computerized lift-assist testing unit that allows for testing set pressures and resetting high-pressure safety valves in the field.

The testing unit makes testing valves that are welded in-line or stationary possible without removing the valves. Your customers won't be required to pressure down or increase pressure to test for set pressure. The lift-assist testing unit also allows for resetting valves after repairs have been made while the valves are on-line.

If you have prospects or customers that bought their replacement valves elsewhere because you haven't been able to provide on-site service, you will want to get back with them and talk about this service. If you have questions about pricing and scheduling of our Field Service Unit, give us a call at **(800) 800-8882**.



North American Safety Valve Industries, Inc.

Your total source for all lines of:

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

1500 Iron Street
North Kansas City, MO 64116

Toll-free: (800) 800-8882

Local: (816) 421-7042

FAX: (816) 421-0297

E-mail: sales@nasvi.com
www.nasvi.com