

UPDATE



NORTH AMERICAN SAFETY VALVE

Spring 2020

From the
President's Desk



Allen Tanis
President

*“Thank you
all for
everything you
do for us.*

*We try
really hard to
make your lives
a little easier.”*

It's Nice to Know You're Needed

I am writing this on March 26 and the virus is well into its third week in the United States. We received a letter from Homeland Security that North American was essential to the country and we had to stay open. I am sure there are a lot of companies like ourselves that are essential, but it was nice to be recognized.

Normally I save this for the end but, given the crisis we're living through, I think it's more appropriate here. Thank you all for everything you do for us. We try really hard to make your lives a little easier. We wish you the best of health and happiness. Stay home if you don't feel well and get medical help ASAP if you need it.

The airlines all thank you for flying with them because they know you have a choice. We thank you for choosing NASVI because we also know you have choices. The difference between us and the airlines is we go out of our way to make working with us easy, and if we make a mistake, we make it right.

We go to Mexico every winter and take our dogs with us. We fly Alaskan Airlines because they treat the dogs better than any other airline. We add a stop and even an overnight stay to fly with Alaskan. This year, our reservations that included flying with our dogs were confirmed. Then Alaskan changed all planes that were flying into Zihatenajo from 737s to Airbuses after the first of the year. The Airbuses do not accommodate dogs, so they basically told us "we got you there but now you need to find a different way home." Nice, huh? NASVI doesn't do things that way. If we make a commitment, you can be assured we'll come through for you.

I could also tell you how American canceled our return flight, and we might have to make a three-day drive home, but I'll leave that for another newsletter.

We really appreciate all of you who take the time to compliment us or tell us about the great service you received from one of our salespeople. It's a lot easier to complain, and we're truly grateful for the positive feedback.

If you go to Las Vegas after this mess, I would recommend that you stay at the Wynn hotel. It is first class and doesn't cost much more than the others. We had to cancel our plans to stay there because one of our dogs had to be put down the day we were supposed to leave. I called the Wynn and told them that we had a death in the family, and they refunded all our money.

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It's Nice to Know You're Needed

For those of you who live in the Kansas City area, here's another recommendation – Tatsu's French Restaurant. It has been at 90th and Nall hidden away in a little strip mall for 40 years. It is the most consistent, delicious restaurant in town. It is owned by a Japanese man and serves French food. There is not a bad item on the menu. It isn't cheap, but it is worth it. A lot of local restaurants are having a tough time right now. Support them if you can.

Speaking of praise, I would like to give a shout out to our Super Bowl champs. We have a super quarterback and super offense. Our coach finally got the monkey off his back. But I think our general manager has not been given enough praise. He revamped our defense and constantly brought

in players all year that were instrumental in the success. He wheels and deals like a fan. He is not afraid to screw up.

One final recommendation to you, our loyal wholesalers: Keep talking to your customers about safety valve sales and service. Don't be afraid to call on the big boys as well as the others. We can design a program for whatever their needs are. We won't screw up because we know what we're doing and don't shoot from the hip. We have products and service that will be profitable for both of us. If, for some reason, we can't do what your customers need, we will tell you so.

Stay healthy, and we will try and keep your blood pressure down.

Your Single Source for All Safety and Relief Valve Needs.

Our goal is to make it easy for you to profit from the sales of safety and relief valves. Call us for assistance. We can help you with sales planning, product selection and after-sale service when needed. Our expertise comes from 45 years of taking care of our customers.

Our commitment is to you. The sole responsibility of our application engineers is to take care of your needs. If you have a customer that needs a part or requires maintenance assistance, we have the experience and knowledge to help you solve their problems and get them up and running fast.

Our valuable advice is always free and as close as your phone. Simply call **1-800-800-8882** or email us at **sales@nasvi.com**.

Introducing Our Newest Sales Team Member



Contact our sales team at
(800) 800-8882 or
sales@nasvi.com

and give us a chance to go on the hunt for the valves you need.

A.J. Podschwit has an extensive background in industrial sales. In his role as application engineer at North American, he puts it to use every day.

"Customers call with specs, but it usually takes some digging to figure out what they need," he explained.

Podschwit, who has been with NASVI for a year, appreciates North American's singular focus on safety valves. "We're not like a huge building supply store, where it's hard to find someone with the knowledge to help you," he said. "We do one thing – safety valves – and we do it very well. With our large inventory, we usually have what customers need in stock and most orders ship the same day. That's an incredible turnaround for

industrial sales."

When he's not talking safety valves with customers, Podschwit enjoys spending time with his family.

"My whole family is in the Kansas City area. I coached our daughter's sports team when she was younger, and now I'm coaching my nieces."

In addition to his strong commitment to family, he also believes in the power of learning.

"Safety valves are fairly simple devices, but there is a lot to learn. And that's what I enjoy about working here. Everyone is knowledgeable and always willing to help. We all take pride in what we do and that's great."



Repair Season is Here

Increase profits, make our new Repair Facility your first stop.

North American's new Service Center is equipped to handle any safety valve repair. NASVI has the specifications for nearly every safety valve ever made – allowing 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 every day 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 it because it saves them money.

Our repair service 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.

It has always been a point of pride for the staff in the Service Center to get valves set, tested and out the door ahead of the requested ship date.

At North American's Service Center, you can maximize your business while saving your customer 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.

If Your Customer is Talking Tight Budgets, You Talk Remanufactured Valves.

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.





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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!

Selling safety valves is easy when you have the right help!

You don't have to be an expert in the field of safety and relief valves to sell them because that's our job. And we're only a phone call away. We'll help you select the proper valve and give an immediate price quote on the phone. The sole responsibility of our dedicated application 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. Place your company's sticker on it and you'll have your own safety valve catalog to pass out to your customers ... and it costs you nothing.

Our commitment is to you. Our goal is to help you exceed your customer's requirements – from quality products to on-time delivery backed by quick and accurate customer service. We carry all makes of safety and relief valves in our extensive inventory – from the common to hard to find. And same-day shipping is the rule, not the exception.



We'll work hard to find the right solution so you can keep doing what you do best ... putting your customers first and providing quality service and quality products.

At NASVI, we share the belief that servicing our customer's needs completely every time is the key to our success.

Since 1975 that formula has worked for us. We have supplied distributors with the widest spectrum of quality safety and relief valves possible.



**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

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