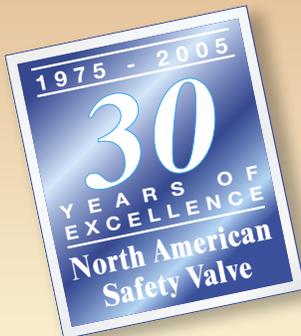


Allen Tanis  
President



## INSIDE

- Yes, we do repairs ...
- Top 10 Reasons
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- See Us At CHEM SHOW

## From the President's Desk

### On The Road Again . . .

**T**he North American Field Service Unit went on a road trip recently. We partnered with one of our better customers to make joint sales calls, visiting 11 plants in four days.

Our Field Service Unit is like a field hospital – it's equipped to repair just about any kind of valve made. We tested several valves while we were out there and brought home three more for repair in our shop. Two of those valves were economically un-repairable and we replaced them with remanufactured valves. Our travels resulted in an inquiry for a large safety valve, and we were also asked to quote a big job: repairs on 64 24" butterfly valves. Our customer felt the time invested was well worth it.

We'd like to build close relationships with our wholesalers. Doing joint sales calls is just one way to help. You maintain the customers that we visit together, *plus* the relationship built insures you of getting any future end-user referrals in your area.

Remember, be sure to ask your customers for repair business on gate, globe, checks, pressure seals, regulators, and safety valves. The worst thing they can say is "we are happy with the people we currently use." And you could end up with a lot of business because our huge inventory of safety valves makes it possible to handle an exchange program. This will give you an added tool that many other companies don't have, and it will help you make a sale.

Let's say, for example, a customer needs 30 valves repaired in two days. This isn't possible on-site. But North American has a large inventory of remanufactured valves on hand; ready

to install when the old ones come off. Then we can either take the old valves in exchange for the remanufactured replacements or we can take their old valves back for remanufacture and store them for their next turnaround.

If you think printed materials would help your sales efforts, we also have a 12-page brochure, without our name on it, which you can pass out to your customers. They are free and all you have to do is ask.

### It's Time To Promote Remanufactured!

I'm sure you have heard of "buy locally" or "buy American." Well maybe you should start promoting "buy remanufactured." We handle new valves – in fact we're the nation's largest assembler of Kunkle Valves. However, with more and more jobs being lost to China, whether it's manufacturing candy or valves, it would be nice to support our local economy.

When you buy a remanufactured safety valve, you recycle an American-made product. And it comes with a two-year warranty on workmanship and parts. We even have an unconditional guarantee. Your customer has five days after receipt of our valves to inspect them and if he doesn't like what he sees, you are able to return them with no restocking charge. There is no risk for your customer and you are helping to support the local economy.

We really appreciate everything you do for us. We couldn't have done it without you. Thank you very much.

*Allen Tanis*

# TELL YOUR CUSTOMERS: YES, WE DO REPAIRS!

**A**t NASVI, our repair services are designed to keep your customer's safety and relief valves at peak operating efficiency. Factory-trained service personnel spot potential problems and recommend the most economical ways to solve them.

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. These upgrades use only genuine factory standard parts to assure maximum reliability and long life. All valves serviced in our repair facility carry a 1-year standard warranty. NASVI 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.

## SERVICE FOR COMPLETE PRESSURE REDUCING STATION

It is no longer necessary to send your customer's safety valves to one repair center and their other pressure regulating valves somewhere else. NASVI factory-trained repair specialists can do it all. Regulator valves, control valves, pressure-sealed and gate valves can be repaired at the same time as the safety valves. You save your customer money on shipping and you save your time because you have a single source for all your repair needs.

With NASVI's repair center, you can maximize your customer's uptime while saving both time and money. An application engineer will work directly with you to customize a program to meet your customer's needs. One call to NASVI will provide quick solutions to all your repair needs.



**Repaired Valve  
Ready To Ship**

## TOP 10 REASONS TO CALL NASVI

Since David Letterman has yet to talk about safety valves, we're quite sure he won't mind if we offer our own list.

*Here goes:*

- 10 INVENTORY.** Our 50,000 square-foot warehouse in Kansas City is home to the country's largest, single-location inventory of new and hard-to-find safety valves.
- 9 BRAND NAMES.** We stock valves from Consolidated, Kunkle, Lonergan, Crosby, Farris, Aquatrol, Conbraco ... and many more.
- 8 REPAIR SERVICES.** Our in-house repair facility is code-approved and backed with the latest test equipment and a complete machine shop.
- 7 REMANUFACTURED VALVES.** Lower prices, reliability, warranties and quick availability are the reasons more companies are choosing remanufactured valves.
- 6 EXCHANGE & RENTAL PROGRAMS.** If you have safety valves that need repair but can't afford to shut down for lengthy repairs, we have the solution.
- 5 PROVEN REPAIR TECHNICIANS.** They're experienced. They're factory trained. They are pros. Because nothing is more important to our clients ... nothing is more important to us.
- 4 WARRANTIES.** One-year warranty on workmanship and parts for new safety valves ... TWO-YEAR WARRANTY on remanufactured valves. Yes, we're THAT sure of the workmanship.
- 3 SAME-DAY SHIPPING.** The valve you need is on its way ... right away.
- 2 EXPERTISE.** Safety valves are our only business, and have been for 30 years.
- 1 SEVEN APPLICATION ENGINEERS.** Your coffee won't get cold waiting for a quick answer to that simple problem!

# DEVELOP NEW BUSINESS — OFFER ON-SITE VALVE SERVICE.

**NASVI now delivers valve repair and testing to the job site.**

**O**ur new self-contained repair shop and mobile testing stand is on the road and ready to work. The 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<sup>®</sup> seat-resurfacing machine with all adapters for every orifice in the Maxi-Flow<sup>®</sup> boiler line. Completed valve work will carry the VR stamp.

The new 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.

## **For on-site testing, repair and resetting of:**

✓ *Safety valves*

## **Plus, on-site repair of:**

✓ *Regulator valves*

✓ *Control valves*

✓ *Pressure-sealed gate valves*

✓ *Globe valves*

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 new service. If you have questions on how our new Field Service Unit can put money in your pocket, give us a call at (800) 800-8882.



**COME SEE US**



**November 1-3, 2005**  
**Javits Convention Center**  
**New York City**  
**Booth 2614**

Allen Tanis, President of NASVI, will be manning the booth all three days. He plans to have some hot tips to share with you for improving sales and profits by pushing safety valves and repair services.

**CALL FOR YOUR FREE VIP TICKETS**  
**1-800-800-8882**



**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

*UPDATE* is published for the customers and prospective customers of North American Safety Valve Industries, Inc. We welcome your questions and comments regarding this newsletter, and hope you will contact our office:

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