

UPDATE

NORTH AMERICAN SAFETY VALVE

Fall, 2009



Allen Tanis
President

*At NASVI,
we've been
offering cash
for clunkers
for decades.*

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From the President's Desk

Recession, depression, aggravation, bleeding ulcers, foreclosures, shutdowns, stimulus, layoffs, restructuring, success, new opportunities, old opportunities long ago forgotten. Just a few things we're in the midst of, all the while we continue to do business as usual.

Every downturn hits different folks in different ways. Luxury goods retailers are struggling, while discount stores are thriving. Coupon clipping and saving money are now chic. New car sales are getting a boost from the Cash For Clunkers program.

This cash for clunkers exchange program is heralded by some as revolutionary thinking. But at NASVI, we've been offering cash for clunkers for decades. In the recent boom years, we haven't done as much of it because we were selling new valves as fast as we could click our keyboards. So here's a little refresher course in how it works.

When your customer has an upcoming turnaround, we can have our remanufactured valves on-site before the shutdown. When the old valves are removed, they can be returned to NASVI for a "core charge" or repaired and returned as spares for the next turnaround. This unique program can help you net repair orders while new construction and new valve sales are down.

Speaking of unique, we are the only safety valve company I know of that sells to wholesalers only. We even have a 12-page flyer without our names on it that you can have free of charge to help you solicit new business for safety valve sales and repairs.

When you purchase a new car, you find surcharges and fees upon final invoice. Same thing with some of our competitors. But as NASVI, we don't charge extra for a test report – it comes standard with every order. We don't charge extra for a rush order that needs to ship the same day. We recently had a customer call and tell us that we were priced higher on a quantity of four liquid safety valves. He needed the valves shipped the same day, and the other valve shop was charging an extra \$75.00 per valve to move him up. All of a sudden we weren't higher in price. We only have one price, and it includes our great service and everything we know about safety valves.

I hope you'll start promoting our "clunker" exchange program and continue to take advantage of our great service, inventory, prices, and expertise. We really appreciate your loyalty, and will strive to make safety valves the easiest sales for you to pursue and make.

Allen Tanis

Offer Remanufactured Valves with Full Confidence

Normally, in the field, when a safety valve is repaired, only the seating surfaces are machined. Once these valves are back on line, there's still the chance that other worn parts will fail.



When we remanufacture a safety valve, we:

1. Completely disassemble the valve. Clean and inspect it.
2. Check every working part for signs of wear to ensure each part meets the manufacturer's tolerances.
3. Sandblast castings and check for possible defects.
4. Face all flanges to a new finish.
5. Replace all gaskets, bolts and nuts.
6. Each safety valve is then reassembled and painted.
7. Subject the remanufactured safety valve to a series of tests ensuring it meets or exceeds new valve criteria.



What does a customer gain from using remanufactured safety valves?

Three things:

Value. Savings of 50% aren't unusual.

Assurance. Every remanufactured valve is guaranteed for two years to be free of defects in material and workmanship.

Faster delivery. Next-day shipping is the rule – not the exception.

How can remanufactured valves increase sales?



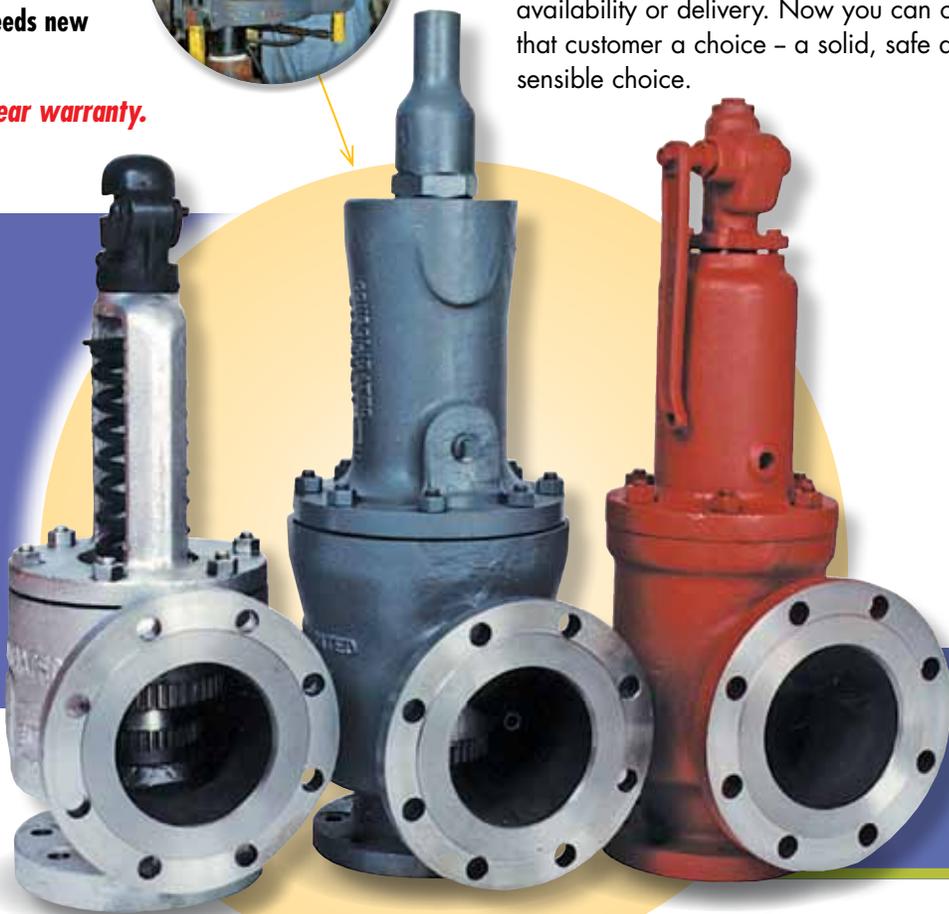
Add it up. A remanufactured valve from North American means your customer is back in production faster ... for fewer dollars ... with full confidence. Think of the times you've missed a valve sale because of price, availability or delivery. Now you can offer that customer a choice – a solid, safe and sensible choice.

Only then does it receive our full two-year warranty.

The Results!

When a valve enters our remanufacturing center: castings are sandblasted, flanges are resurfaced and seating surfaces are machined to original tolerances, and all gaskets, bolts and nuts are replaced.

The valve is then tested under the same rigorous quality guidelines as a new valve and placed in inventory ready for shipment. The savings ... significant!



Go green: It's good for the environment, your customers and you!



You've been hearing this for years:

We need to stop wasting resources and start recycling materials. It takes some time and effort, but it pays off big for the environment. For example, a 60-watt light bulb can burn for more than 24 hours on the amount of energy saved by recycling just one pound of steel. In one year in the United States, the recycling of steel saves enough energy to heat and light 18,000,000 homes! Because it takes 60% less energy to recycle steel than it does to make it from raw materials.

But think about this: What if your customers could reuse their safety valves? Not just recycle the steel, iron or brass from their old valves, but take the old valves and remanufacture them so they are as good as new. Think about how much energy that would save!

Well, that's exactly what you need to talk to your customers about: using safety valves that have been remanufactured by NASVI. Plant managers and maintenance engineers are looking for ways to lessen the environmental impact of their operations. Using remanufactured valves should be part of their "green" initiatives. And since they're also looking for ways to lower maintenance costs, you can highlight the money they can save with remanufactured valves.

Of course, giving your customers tips like this will distinguish you from your competition and help open sales opportunities for other lines you represent. So you'll be creating a "green" opportunity for yourself. Our remanufactured valves carry a two-year warranty on workmanship and parts. In addition, we stand behind our work with this unconditional guarantee: Your customer has five days to look over the remanufactured valves. If they don't like them for any reason, NASVI will take them back for full credit and pay the freight both ways.

Give us a call at (800) 800-8882 and talk to one of our seven inside sales people about remanufactured valves. Neither you nor your customers have anything to lose – and lots of green to gain – from using remanufactured safety valves from NASVI.

TOP 10 Reasons Why You Should 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 SEVEN DEDICATED APPLICATION ENGINEERS. Your coffee won't get cold waiting for a quick answer to your problem.

9 EXCHANGE & RENTAL PROGRAMS.

If your customer has safety valves that need repair but can't afford to shut down for lengthy repairs, we have the solution.

8 REMANUFACTURED VALVES. Lower prices, reliability, warranties and quick availability are the reasons more companies are choosing remanufactured valves.

7 WARRANTIES. One-year warranty on workmanship and parts for new safety valves. TWO-YEAR WARRANTY on remanufactured valves. Yes, we're that sure of our workmanship.

6 EXPERTISE. Safety valves are our only business. For 33 years, NASVI has been serving the safety valve industry and our application engineers have combined experience of over 130 years in the field.

5 REPAIR SERVICES. Our in-house repair facility is code-approved and backed with the latest test equipment and a complete machine shop.

4 SAME-DAY SHIPPING IS STANDARD.

The valve you need is on its way, right now.

3 PROVEN REPAIR TECHNICIANS. Our technicians are experienced and factory trained. They are pros. Because nothing is more important to our customers, and nothing is more important to us.

2 BRAND NAMES. We stock valves from Consolidated, Kunkle, Kingston, Crosby, Farris, Aquatrol, Conbraco, and many more.

1 INVENTORY. Our 70,000-square-foot warehouse in Kansas City is home to the country's largest, single-location inventory of new and hard-to-find safety valves.



1500 Iron Street
North Kansas City, MO 64116



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RETURN SERVICE REQUESTED

NORTH AMERICAN SAFETY VALVE

Warranties You Can Count On

Two years on remanufactured valves:

We guarantee the workmanship and parts for our remanufactured safety valves for two years.

We also provide an unconditional guarantee on our remanufactured valves – any customer not satisfied with the valves can return them within five days of receipt for a full refund.

One year on new valves:

Our warranty on new safety valves for parts and workmanship is one year.

The real key to our warranties, however, is how we back them up. It is rare that either workmanship or parts come into play on a customer's complaint. A customer returned a new Kunkle 6252 series with incorrectly tapped outlet threads. It appeared the threads were stripped towards the back of the valve. We issued a full credit for the valve and freight.

A more common occurrence involves leakage. We sometimes hear, "My valve is leaking and it has been less than a year since we purchased it. Send me another one. My customer can't remove the old valve until he has the replacement."

Truth is, leakage can happen after one pop or 500, and the problem can often be traced to debris. A single piece of debris passing through the valve, scratching or cutting the seating surface, can cause leakage.

Damage caused by your customer's debris is not covered by our warranty. If your customer cannot wait for their valve to be repaired, sell him a replacement valve. He can then have the original valve repaired and use as a backup.



**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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