

UPDATE

NORTH AMERICAN SAFETY VALVE

Fall, 2013

HAPPINESS

It comes in many forms and how you get there can happen in many different ways:

Your favorite baseball team wins 15 in a row and takes over first place.

You splurge on yourself after 40 years and buy yourself a Harley.

You call NASVI for a simple 1-1/2" brass valve, and we treat you like a king. You walk away happy and ask yourself "why do I ever deal with anyone else?"

For 20 years, you work your contacts at the world's leading chemical company and finally get a big order for remanufactured safety valves. Now that is happiness.

At NASVI, our products are safety valves, but making you happy is our business. We sell to wholesalers only, and that makes us both happy. You get our loyalty and assurance that we won't go behind your back. We get to work with pros, and don't have to deal with end users.

All of our competitors sell direct. They might give you a great price on one deal, then cut you out of the next one. Why deal with that headache? Make yourself happy and call us every time.

For years, we have continued to eliminate errors in our process. Now we send an order acknowledgement for every order. When you check the acknowledgement and catch a mistake before the shipment, it makes us happy. Because getting the order right makes *your* customer happy.

Happiness is building a business for 38 years and being able to provide a workplace that has financial rewards, great benefits and is a fun place to be. Where else do you find the boss grilling hot dogs and cheeseburgers for his troops?

We couldn't have done it without you, our loyal customers. We really appreciate your efforts on our behalf. We will continue to work hard, try and make ourselves better and keep making you happy.

Allen Tanis

"We couldn't have done it without you."



Allen Tanis
President

Increase Sales & Profits – Offer Safety & Relief Valve Repair Services

At NASVI, our repair services are designed for two things:

1 Keep your customer's safety and relief valves at peak operating efficiency, and

2 Put extra profits in your pocket.

Today, maintenance managers are seeking cost effective ways to have safety valves repaired, serviced and set quickly with minimum downtime. They are also looking to save money. You're already calling on the maintenance people; why not offer an additional service – Safety & Relief Valve Repair Services. NASVI handles all the logistics and you increase your sales.



NASVI's Service Center is equipped to handle any safety valve repair. Our factory-trained service personnel spot potential problems and recommend the most economical ways to solve them. 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. In addition two boilers are on everyday for testing steam valves. They're always ready, allowing us to set and ship your valves fast.

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. NASVI holds ASME's V and UV stamps and National Board's NB and VR stamps.

With NASVI's Service Center, you can maximize your customer's uptime while saving both time and money. Make our Service Center your service center. One call to NASVI will provide quick solutions to all of your customer's repair needs.



Experience Their Experience

In *Outliers*, author Malcom Gladwell suggests that it takes roughly 10,000 hours of experience to achieve mastery in a field. If that's true, NASVI has five *super* masters with at least 25 years (that's 47,000 hours each!) of experience working with safety and relief valves. All told, these five employees represent 157 years of service to North American Safety Valve customers.

Five NASVI specialists have 25+

"At NASVI, safety valves are our only products," said Joe Cavazos, a 37-year employee. "You'd be hard

pressed to find a problem that at least one of us hasn't already solved at least a couple of times over the years.

"But it isn't just the years of service that make NASVI service special," he continued. "It's the idea that all 32 employees here work hard to provide the best service in the industry."

Al Tanis, NASVI president, has always stressed teamwork as the key to making it possible for customers to profit from working with NASVI. And working as a team with one goal has a way of bringing NASVI employees together.

"It's fun to come to work where everyone has the same goals, where we're all rewarded with good pay and great benefits. And it's because we put what we know to work for our customers."

Offer Remanufactured Valves with Full Confidence.

When we remanufacture a safety valve, we:

- ▶ ① Completely disassemble the valve.
- ▶ ② **Clean and inspect it.** Check every working part for signs of wear to ensure each part meets the manufacturer's tolerances.
- ▶ ③ Sand blast 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.

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

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.

What does a customer gain from using remanufactured safety valves?

Value.

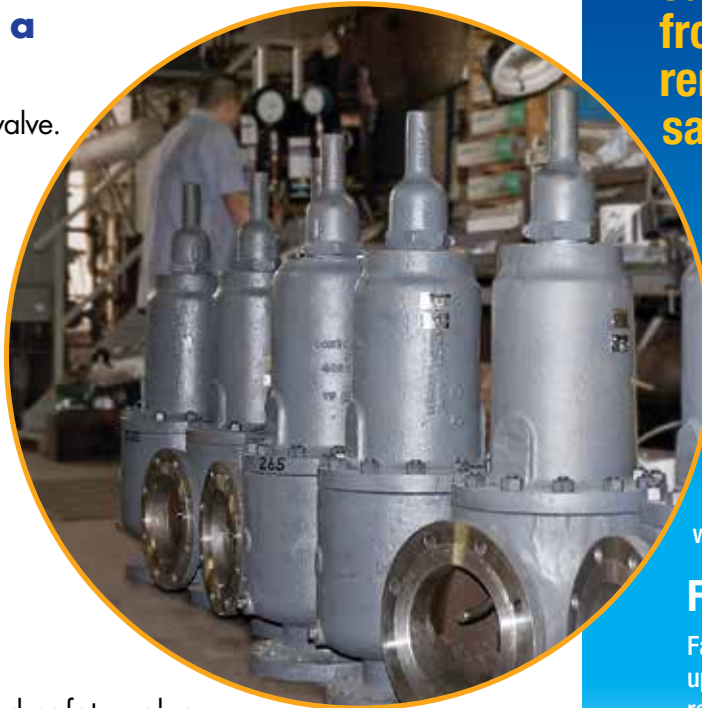
Savings of 50% aren't unusual.

Assurance.

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

Faster.

Factory lead-times are up to 16 weeks – remanufactured valves can ship within one week.



years of service to customers

The next time your customer needs anything associated with safety or relief valves, give NASVI a call and talk to one of the *super* masters. We invite you to experience the experience these five guys bring to you.



From left: Bon Rotolo, Bruce McDermid, Paul Bell, Joe Cavazos and Norman Pursley.



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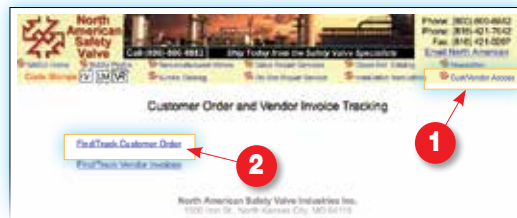
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Include the name and company for removal.
Thanks for your help!

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Now you don't have to call us to find out the status of your order. 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
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- Confirm if and when items shipped
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- Get the truck shipment Pro Numbers.



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

- 1 "Cust/Vendor Access" at the top of our home page. Then choose
- 2 "Find/Track Customer Order" and type in the
- 3 P.O. number and the zip code of the shipping address.

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

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.



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Safety Valve
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- New Safety Valves
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