

Allen Tanis  
President

## From the President's Desk

I hope you all had a super holiday season and a healthy one, too. I really appreciated all the kind phone calls we received on our Holiday Card.

We spent part of our holidays on a cruise in the Gulf of Mexico. Our ship left from Galveston and on the bus from Houston, I pointed out the Houston Ship Channel and all the "gold" in the nearby refineries. As we rode down I-45, I pointed out the Texas City refineries. Then I found out what a small world we live in: A gentleman a row in front of me overheard me and introduced himself. He was a long time customer from Pittsburgh.

When our cruise ship went through the first lock of the Panama Canal, there was an oil tanker going in the other direction. I was telling my kids to look for the relief valves, and some woman next to us looked at me like I was nuts. She was probably right. But you can't say I don't know which side my bread is buttered on.

Speaking of "bread," we've come up with a way for you guys to get more business, which means business for us, of course. We are going into the "on-site field service business." We will be working through our loyal wholesalers to "go" to the customer. Many end-users have valves that are welded in place and can't be removed for repair. The only alternative is to have someone come on-site to do the necessary repairs. Our field service unit will be equipped with all of the latest equipment to do the job as quickly and as

economical as possible. We now have the capabilities to have also added the repair of gate valves, globe valves, check valves, control valves, and pressure seals. This new service applies to both in-house as well as in the field repair.

Remember, the nice thing about pushing repairs is it leads into new sales like replacements or exchanges.

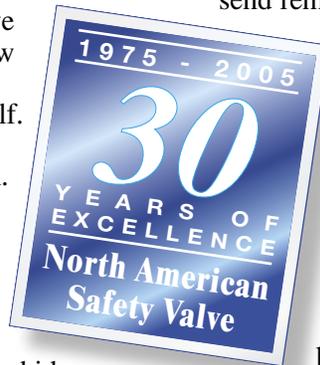
Sometimes when a customer has a short window for his downtime we can send remanufactured valves already set and he can send his valves in for an exchange.

As always, NASVI's expertise, good service and fast response are only a phone call away—and so is a nice profit for you. We've been in business for 30 years and we are rock solid. When you get off the phone after placing an order with us, you know it will be done right and shipped on time. If we make a mistake (which is rare), we will take care of the problem at our expense.

If you are one of those customers who is "on the fence" with another supplier, we respect that. We have patience and we invite you to try our hospitality. We will show you how a customer should be treated.

Many thanks again to all of you. We couldn't have done it without you.

*Allen Tanis*



## INSIDE

- Ship That Order Today!
- Have Trailers. Will Travel.
- NASVI Makes Selling Easy.
- Shipment Tracking On-line.

## DO YOU WANT THAT ORDER TO SHIP TODAY?

**A**t NASVI, we believe the customer's needs come first. So we do our best to have the right valves in stock and available for immediate shipment. Most companies base their inventory on the principle of having some everyday, regular items in stock ... and making the customer wait for anything out of the ordinary.

**Our view?** *Selling from an empty wagon is an empty promise.* So on our shelves you'll find safety valves from 1/4" up to 12" in brass/bronze, carbon steel, stainless steel, and even some hard-to-find metals like Hastelloy and Monel.

In addition to our large inventory of new valves, we also offer remanufactured valves. These are available at a substantial discount, which makes them a high quality and higher profit option. Most of our remanufactured inventory is carbon or stainless steel flanged valves.

### Here's What COUNTS at NASVI

Just to give you an idea of what our inventory looks like, our shelves are stocked with ...

- More than 18,000 valves in 4,000 varieties
- Sufficient quantities to serve more than 10,000 customers in 20-plus countries worldwide
- Enough valves to set and ship an average of 100 per day
- Backed by a repair capacity of 35 valves per week
- And placed on a fast track to you by having six different test stands to calibrate valves RIGHT NOW.

## HAVE TRAILERS. WILL TRAVEL.

**New service delivers on-site valve repair and testing to your customers.**

**D**owntime. That single word that can make strong men shudder when it comes to safety valves. It's why North American Safety Valve has streamlined its testing and repair process over the past 30 years to achieve one of the best turnaround rates in the business. But sometimes even the fastest off-site service isn't good enough ... the work must be performed at the site and within a very tight window of opportunity. And that's where our new Field Service Unit delivers.

Starting June 2005, NASVI's new self-contained repair shop and mobile testing stand will be on the road and ready to work. The two-truck unit will respond to customer requests 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

the highest-caliber repairs. Included is a sand blaster, compressor, lathe, mill/drill press, lapping stones—its all inside. There's also a Consolidated® seat-resurfacing machine with all the adapters for every orifice in the Maxi-Flow® boiler line. Completed safety valves 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.

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 1-800-800-8882.

"Removing from service and shipping valves isn't possible for some companies and isn't practical for others," notes NASVI president Al Tanis. "We've developed this new service—from the equipment on the truck to the people on the repair team—to assure those requiring on-site work the best possible solution. Whether they have us there for three days or three weeks, they're going to get their money's worth. And they're going to save a lot of downtime."

### 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

## NASVI MAKES SELLING SAFETY VALVES EASY!

**C**all us for assistance. 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 30 years.

We are focused. The sole responsibility of your dedicated applications engineer is to take care of your requirements. We will help you with sales planning, product selection and after-sale service when needed.

Our commitment is you. If you need a part or require maintenance assistance, we know better than anyone how to help.

Our valuable advice is free and as close as your phone. Simply call 1-800-800-8882 or visit us on the web at [www.nasvi.com](http://www.nasvi.com).



**DON'T FORGET! OUR  
UPS ONLINE TRACKING  
SAVES YOU TIME  
AND IMPROVES  
CUSTOMER SERVICE.**

**Y**ou can now track the delivery of items shipping from North American Safety Valve via UPS at our web site, [www.nasvi.com](http://www.nasvi.com).

No more calling for tracking numbers or shipping charges. Just go to our web site, click on "UPS Shipment Tracking." You'll be prompted for your ship to zip code and your PO number. Then just click "Find Shipment."

The next screen will give you, in addition to information you provided, the North American invoice number, the UPS tracking number and the freight amount on the invoice. For all the delivery information, click on the tracking number and you'll get the delivery status. If it's delivered, it tells you when, where and who signed for it. If it's not, click "detail" under the tracking number and get the package progress.

It's quick, easy and it will save you time. Plus, you don't have to wait for freight charges to get your invoice out.

For all other shipment tracking call **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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