

UPDATE



NORTH AMERICAN SAFETY VALVE

Spring, 2014

From the
President's Desk



Allen Tanis
President

*“We work hard
to earn your
business and
do our best to
keep it.”*

No nickels. No dimes. Just loyal, honest service.

New York is a great place with the best delicatessens. We used to go to Wolf's. It was great until they started charging extra for a second pack of cream cheese. Then they added another buck for a second cup of coffee. They're not in business any more (wonder why ...), so now we go to the Stage Deli. If you want corn beef hash, you get three poached eggs on top. If you only want two, they give you three anyway. You can just eat two, if you want, but you get three.

*Loyalty, honesty and fairness go a long way in the delicatessen world ...
and elsewhere, too.*

At NASVI, we don't nickel and dime you. We don't add an expediting fee per valve for the same day shipment. If we aren't buried, we will get your rush out that day. If you want a test report, it's free with every order. Sometimes our vendors charge us, but we don't pass that charge on to you.

Sometimes we get large requests

A customer once asked us to put together a field service truck and do repairs at his customer's site. The cost was \$200,000, but the payoff would be big: a \$5 million dollar contract for pipe, valves and fittings per year. We did it with no guarantees and it ended up paying off for both of us. How many loyal vendors would do that?

We help the little guy as well

If you have a large quote but you don't feel that you can carry the paper for an order, we can bill your customer and you'll still get your profit when we get paid. And there's no question that it's still your account because it's flagged that way in our computer.

We also do this with customers that take us out to their end user for on-site repair jobs. Sometimes the end user wants us to do the billing for insurance purposes, which takes the wholesaler off the hook but you still make your profit.

We can help you think big

Our exchange program is waiting for those of you who want to go after refineries and petrochemical plants. Our competitors go direct to these guys, but we can help you get in the door with our safety valves and our service. Don't be negative and think you're wasting your time. It could pay off big.

Many thanks for the loyalty, business and friendship. We work hard to earn your business and do our best to keep it. We will always try to find a way to get you what you need, when you need it and without extra charges or surprises.

*Allen
Tanis*

If They're Talking Tight Budgets, Talk the Remanufactured Alternative.

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 1) the cost—about one-half the price—and 2) the warranty, which is twice as long—a full two years.

To learn more about remanufactured valves and how they can work in your customer's applications, call a NASVI application engineer today.

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.

NASVI's Field Service Unit Delivers Valve Testing and Repair to the Site.

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 with them and talk about how you now can supply this service. NASVI's Field Service Unit is state-of-the-art. From the equipment on the trailers to the people on the repair team, you can feel confident you are supplying your customers with the best.

If you have questions on how our Field Service Unit can put money in your pocket, give us a call at **1-800-800-8882.**



Summer Repair Season is Fast Approaching

Offer NASVI's quick turn-around on repair and testing services.

At NASVI, our repair services are designed to keep:

- 1 Your customer's safety and relief valves at peak operating efficiency, and
- 2 Put extra profits in your pocket.

Over the years, our Service Center has proven popular with maintenance managers. It allows your customer's plant to have their valves repaired, serviced and set quickly, which minimizes downtime. They also like the service because it saves them money. You're already calling on the maintenance people; why not offer an additional service. 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.

We maintain specifications on 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 everyday for testing steam valves. It's 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. The next time you get questions about repairing or upgrading safety or relief valves, give one of our application engineers a call.

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. With NASVI's Service Center, you can maximize your customer's uptime while saving them both time and money. Make our Service Center your service center. One call to NASVI 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.

NASVI MOURNS THE PASSING OF LONG TIME EMPLOYEE



On April 1st, the North American Safety Valve family lost one of its long time members, Joe Cavazos, Jr. Throughout his 37-year career at North American; he had many responsibilities and worked in several departments. He began by learning the business from the ground up. Joe started in the shipping department and worked as a machinist for many years before he advanced to shop manager.

Joe's ability to speak both English and Spanish fluently made him a valuable asset in North American's dealing with international customers. In 1989 Joe was chosen to present seminars on safety valve repair procedures and techniques to the employees of Reyco in Mexico City, Mexico. When it came to solving problems with a safety valve, Joe had probably seen just about everything at least once.

Joe was born October 10, 1953 in Halls, Tenn. and passed peacefully in his sleep at the age of 60. In addition to his parents, Joe is survived by three daughters; two brothers; one sister and nine grandchildren.

Joe had been a valuable part of the North American team and will be fondly missed by his fellow employees and the many customers he worked with over the years.



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sales@NASVI.com

Include the name and company for removal.

Thanks for your help!

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Customer Got A Tight Turnaround? Suggest a NASVI Valve Exchange Program.

If your customer has several safety valves in need of repair but can't afford to shut down for lengthy repairs, there's an easy solution: A Valve Exchange Program.

Before a maintenance shutdown, we ship the needed safety valves to the customer in advance. The old valves are then shipped to us for repair. After servicing, the valves are set and shipped back to the customer for use during their next scheduled maintenance shutdown.

As with our new valves, computer-aided ordering and parts inventory ensure a fast, reliable turnaround for your customer's safety valves.

Check with your Application Engineer for details on how a Valve Exchange Program can work for you and your customers.



**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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