

# UPDATE

NORTH AMERICAN SAFETY VALVE

Spring, 2015

From the  
President's Desk



**Allen Tanis**  
President

*“Last year we  
sold and shipped  
50,000 valves.  
That comes out  
to 225 per day.”*

## Taking on a new line

We need you to take on a safety valve line to add to your line card. It could be ours or it could be someone else's. Of course, I think you should take on our valve line, but if you elect to go with a specific manufacturer instead, that's also okay. You will find out that we are a much better choice.

Going with a manufacturer, you may make certain sales that you might not with us, but the frustration you will go through when dealing with them will be enough to change your minds. If you have a full head of hair, you won't for long. The arrogance of the manufacturers will drive you crazy! Also, most do not have a complete line and you will have holes when trying to make sales.

### **Coming to NASVI is a ONE-STOP SHOP with a complete line.**

Here is what I mean: A supply house we have sold to for years decided to only go with a specific manufacturer for relief valves. We called them and said that was great since now they will be pushing relief valves harder and when their customer needs a bronze relief valve, they can come to us to fill the hole that manufacturer has in their product line. Turns out that is exactly what they are doing to meet their customer's needs.

Most importantly, if you go with a manufacturer or one of our competitors, you will not get the service and loyalty like you do here. Our sales team works hard to get you a quick response on quoting. If we can, we answer you right away. People are always surprised when they get a quote a minute after sending their email.

Plus, we will not sell to your customer directly but send them back to you if they call us. Hell, we buy from and sell to our competitors and they expect same day service from us even when they take 3 days to set a valve. We are not just pulling Kunkle valves off the shelf preset by the factory, like many of our competitors, and shipping those. We have seen too many leakers from the factory to trust they will work. Each one of our valves is a fined tuned instrument.

It takes a lot of time to get a safety valve ready to ship. First, we have to assemble the valve which might require us to swap some parts with several different valves to create the one valve you are needing. Then, each valve we ship is set and tested on our test stands, and we even have a second person to witness the testing to ensure you have the right valve at the right pressure.

Plus, if it's a steam valve it has to be tested on the boiler and then cooled down enough to touch before it can get tagged and shipped. Even with all the time it takes to get a valve ready to ship, last year we sold and shipped 50,000 valves. That comes out to 225 per day.

Relief valves are all we do and we're good at it. And if you're looking for a way to pick up an extra order, think about valve repairs. Sure this means you might have to get a little dirty out with the maintenance people, but we'll come through for you with our quick turnaround. Needless to say we really appreciate your loyalty and support.

*Allen Tanis*

CELEBRATING  
**40** YEARS  
OF SERVICE TO  
OUR CUSTOMERS

## NASVI is The Source for hard-to-find multi-unit orders. Huge inventory and tremendous selection awaits your call.

One of the customers recently inquired about the availability of five 4-inch liquid flanged valves. The end user had made a mistake in ordering and was in desperate need of these valves immediately.

They were relieved and pleasantly surprised to find that we did indeed have them on the shelf. We were able to set them and ship them the same day.

After a silent pause, the customer made the remark that he should've called us before spending his entire day trying to track them down. His best offer before calling us was a six-week lead time.

When North American Safety Valve opened for business in 1975, it was our belief that this kind of service will get you the order every time. Forty years later, with the advent of fax machines, emails, UPS Same Day Delivery, and video conferencing, it seems that the demand for timely

service is only getting more competitive. We are aware of this need and strive to deliver it.

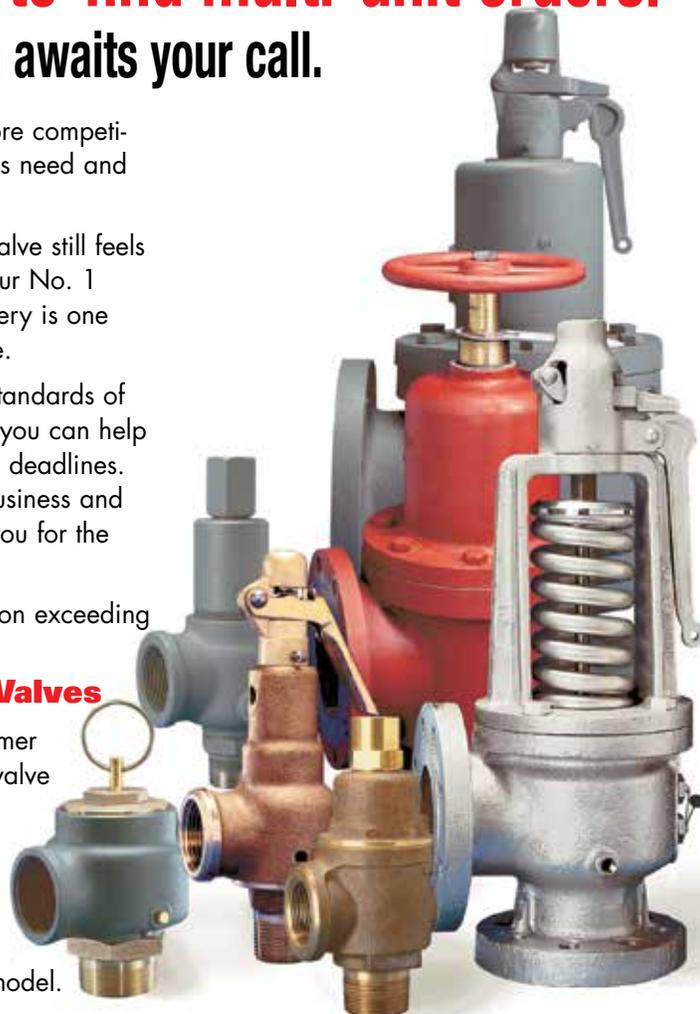
North American Safety Valve still feels that customer service is our No. 1 priority and speedy delivery is one component of that service.

We pledge to keep our standards of customer service high so you can help your customers meet their deadlines. We thank you for your business and look forward to serving you for the next 40 years.

We've built our business on exceeding expectations. Call us.

### Ordering Safety Valves

In most cases, your customer will know exactly which valve they need to do the job. If not, our experienced applications engineer will help you and your customer determine the proper valve make and model.



## Introducing the newest member of our sales team.

NASVI welcomes Kevin Walbridge as the newest member of our sales team. Kevin is a graduate of the University of Kansas, where he received a bachelor's degree in mechanical engineering.

Kevin is a Kansas City Native who grew up in the suburbs on the southwest side of the city. Like many other Kansas Citians, Kevin is an avid fan of the Kansas City Chiefs, Kansas City Royals and, of course, his alma mater, the University of Kansas. You can catch him at all of the Chiefs home games doing the tomahawk chop. Just don't be surprised if his voice is a bit hoarse come Monday morning.

"My friends and I decided to get Chiefs season tickets together a few years ago, and we have had a blast every fall and winter since then. Sports has always been such a big part of my life since I was big enough to dribble a basketball.

"For the most part I let the professionals do the playing now. Once a week the guys and I still get together to play in a slow-pitch softball league. I'm not exactly George Brett, but the desire to compete and win is still there."

Give Kevin a call any time. He can answer your safety valve questions or you can talk sports. Either way, he's a good guy to know.



# 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. 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.



## Recommend Remanufactured Valves with Full Confidence.

**It's a growing alternative for customers looking to save money and cut downtime.**

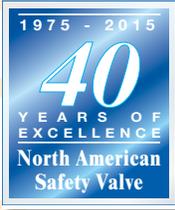
When your customer mentions budgets are tight, suggest the solid alternative. A remanufactured valve from North American. Your customer will be back in production faster ... for fewer dollars ... with full confidence. Think of the times you've missed a valve sale because of price, availability or delivery. Now you can

offer that customer a choice – a solid, safe and sensible choice. The remanufactured alternative.

***And offering remanufactured valves will increase your sales!***



1500 Iron Street  
North Kansas City, MO 64116



PRSRT STD  
U.S. POSTAGE  
PAID  
PERMIT NO. 3  
EUDORA, KS

RETURN SERVICE REQUESTED

*If we mailed this to someone that is no longer at this address, please email us at:*  
**sales@NASVI.com**  
*Include the name and company for removal.*  
**Thanks for your help!**



## North American Safety Valve is your single source for all your safety and relief valve needs.

Call 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 40 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 to you. If you need a part or require maintenance assistance, we have the experience and knowledge to solve your problem and get you up and running fast.

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**.



**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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