

# UPDATE



## NORTH AMERICAN SAFETY VALVE

Spring, 2017

From the  
President's Desk



**Allen Tanis**  
President

*“We appreciate what you do for us and we hope, in turn, you appreciate us.”*

### THE FINE LINE

There's a fine line between following up with a sales prospect and driving that prospect nuts.

By now, you all probably know we're building a new building. If you have never done a project like this, it is overwhelming at times. We need all kinds of new equipment, and the last thing I need is someone pushing me.

We bought a new high-pressure compressor and tanks for \$47,000. In the middle of the project, the compressor house changed the outside salesman on me. *NOT GOOD.*

They presented us with a new type of air system for our house air and included a price for the installation of the system, which would take four to five weeks. They also priced us items to take the water out of the air system. I realize our new building looks like something Donald Trump would build, but let's not get carried away on my dime.

Then the driving me nuts phase started. Hey, let's go out to lunch. Sorry, I don't have time. I got an email at 8 a.m. that he was coming over with bagels. I had a meeting at 8:30, so I didn't really care when he showed up with his bagels. He came over with his boss to close the deal. *WRONG.*

I hate pushy salesmen, but we did buy another \$10,000 worth of equipment from them. To be honest, I just didn't have the time to go look elsewhere.

At NASVI, we won't push, but we will take care of you. There is a ton of competition out there but we will help you from one location.

We have one of the largest inventories of safety valves in the world. Too many actually, which is why we need a new building.

We sell new ones, and we sell surplus valves. Some of the surplus valves are new but most are used. We clean them up and make them look like new. They come with a two-year warranty on workmanship and parts where a new valve only comes with a one-year warranty.

We can repair them as well – in our shop or out in the field. Offering to repair safety valves is a selling opportunity for you. We can turn a normal repair around in a couple of weeks. If a customer wants little valves repaired, this gives you a shot at selling new ones. Sometimes the valves need too many replacement parts, and we can offer you a remanufactured valve in its place. This way the customer doesn't have sticker shock like I did when the piping contractor quoted us a price to pipe up our 1,500 psig test boiler.

Let's not be afraid of selling remanufactured valves – they are jewels. In 42 years, we have never had a problem that was our fault or the fault of a safety valve. We once sold a 3/4" brass liquid valve to a company in New York City. The valve was put in the basement of a 70-story building, but the contractor didn't pipe it away to a drain. The valve relieved and flooded the basement causing \$17,000 worth of damage. The contractor took care of the damage and turned it over to his insurance company. They blindly paid the claim and sued us, the manufacturer, and the distributor that sold him the valve. After a deposition, the matter was dropped. The valve did its job.

Then there was the time we sold a 3/4" brass valve for low-pressure steam in Boston. The valve was so smart, it was put in place at Harvard University. Again, it was placed in a basement and piped away this time. A brick was knocked out of the wall at street level and the outlet pipe was stuck through the hole. The brick was left there on the walkway through the university. Steam was coming out, so someone moved the brick and blocked the hole. Probably an engineering major. Needless to say, there was a mess but it all worked out. The valve did its job.

Now please do your job and get us some business. We appreciate what you do for us and we hope, in turn, you appreciate us. Stay healthy and happy. Hopefully the next newsletter will be about our new building and that we are settled in.

*Allen Tanis*

## North American Safety Valve's New Headquarters



We are moving just a few miles east of our current location. Our plans are to be in place by late summer.

## When Budgets are Tight, Push the Remanufactured Alternative.

**Stretch your customer's maintenance budget and cut downtime with remanufactured safety valves from NASVI.**

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.

For most industrial uses, remanufactured valves offer excellent availability and are extremely cost effective without compromising quality or safety.

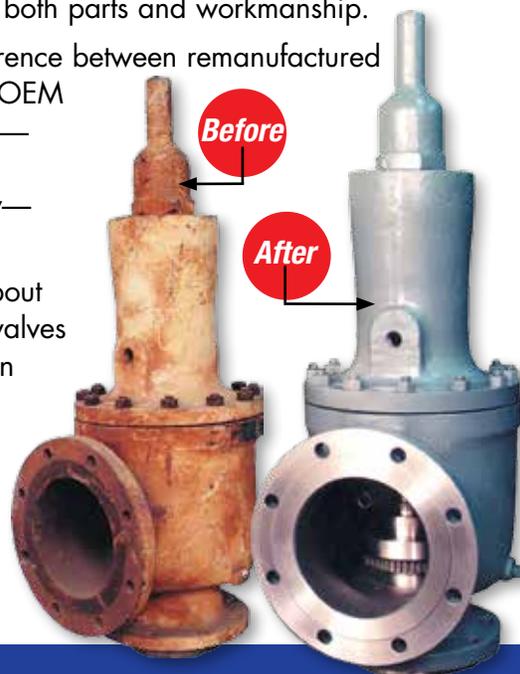
During the remanufacturing process, all valves receive the utmost attention to ensure they meet original specifications. Our quality control program allows our personnel to carefully monitor all steps of the remanufacturing process to assure the highest quality.

And all remanufactured valves are guaranteed for two full years on both parts and workmanship.

The biggest difference between remanufactured valves and new OEM valves is the cost—about one-half—and the warranty—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 your sales.*



# Repair Season is Here

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

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.

**Put  
extra profits  
in  
your pocket.**

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.



## ▶ **TOP 10 Reasons** Why Your Sales Team Should Call NASVI

**10 EIGHT 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 42 years, NASVI has been serving the safety valve industry and our application engineers have combined experience of over 140 years in the field.

**5 REPAIR SERVICES.** Our in-house repair facility is code-approved and backed with the latest test equipment and 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 factory trained and experienced. 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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*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 42 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

1500 Iron Street  
North Kansas City, MO 64116

Toll-free: (800) 800-8882

Local: (816) 421-7042

FAX: (816) 421-0297

E-mail: [sales@nasvi.com](mailto:sales@nasvi.com)  
[www.nasvi.com](http://www.nasvi.com)