

UPDATE

NORTH AMERICAN SAFETY VALVE

Winter, 2010

From the
President's Desk



Allen Tanis
President

*It's our job to
make you look
smart.*

INSIDE

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- Our large inventory will make you look smart
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Get Smart (or at Least Look Smart) With NASVI

Last month, I received this email from a customer:

Al,

We ordered 64 Kunkle valves on Wednesday morning last week, and needed them shipped complete on Monday of this week.

You guys came through as usual, even though you were closed on Thursday and Friday for Christmas.

I LOOKED VERY SMART to my customer; as I had assured him that I would have valves to him on Tuesday for his shutdown.

I started the job with Bruce on Monday, finalized a bill of material on Tuesday, got authorization from my customer late Tuesday, and cut the PO first thing Wednesday.

Bruce always does a great job for us. Andrea alerted us right away on Wednesday that Bruce was out; and she was taking charge of the order.

Andrea was also a pleasure to work with.

Thanks for all of your help. You and your team do a great job every time; and that's why you get (and will continue to get) 100% of my Kunkle business.

Happy Holiday, and have a prosperous New Year.

Getting that order shipped was a lot of work! We had to take apart about 100 valves to swap parts around to make your 64 valves. But thanks for the testimonial, Tim.

We work hard to do the same for all our customers because it's our job to make you look smart.

I had a guy call for a 2x3 flanged J orifice valve for liquid service set at 450 PSIG. He was getting desperate because we were the eighth place he'd called, and everyone told him no one made a valve for his application. However, I knew there was a Kunkle valve that would do the job for him. Boy, did we make him look smart.

A customer called for five 6x8 300# inlet valves for a boiler. He wanted Consolidated, but there were only four in the entire country. We had five new Kunkle equals here, plus 20 remanufactured Consolidated's. We made him look like a genius.

Another customer wanted a chrome-moly valve in a size that no one carries ... no one but NASVI, that is. We buy the unusual, and I had a new Lonergan valve that I bought 20 years ago in stock. We made him look brilliant!

A customer needed four Tri-clamp inlet valves fast. I happen to know these valves are on long delivery everywhere — except at North

American. We had 'em and he got 'em — fast. We made him look like the smartest guy since Albert Einstein.

How do we do it? By having knowledgeable people, stocking more safety valves than anyone in the country, and shipping fast.

Here's how we can make *you* look smart.

Do you have customers that want to save money? We not only carry new valves but we also carry remanufactured valves and lots of them. Our remanufactured valves look like new, but they cost less because they're remanufactured. They carry a 2-year warranty on workmanship and parts and an unconditional warranty. So if your customer doesn't like what he sees, he'll have five days to return them for full credit. We will pay the freight both ways.

We carry these flanged valves made from steel, stainless, monel, alloy 20, and hastelloy. How much smarter can you look?

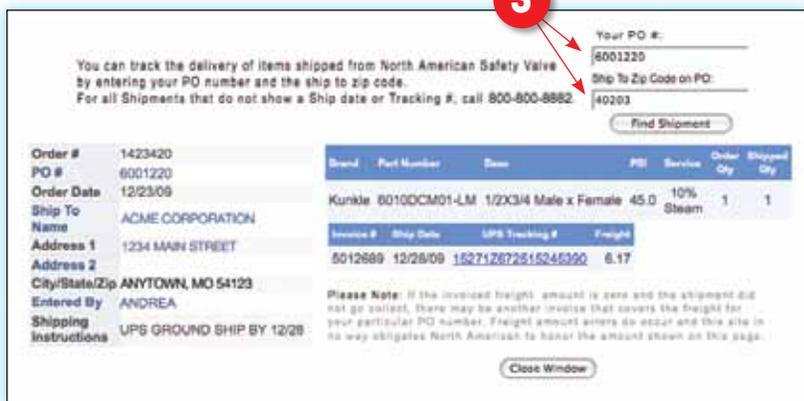
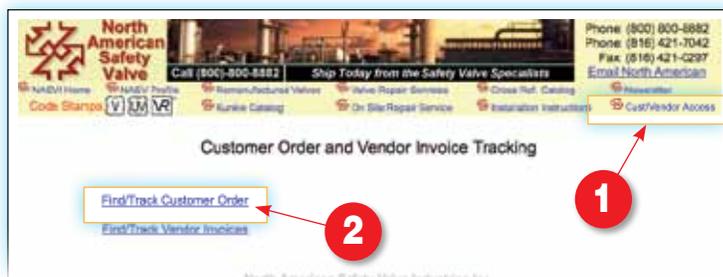
We really appreciate your business and look forward to your next request, and our next opportunity to make you look smart.

Allen Tanis

New – track orders online from NASVI's website

At NASVI, we're all about service. And we're always happy to answer any questions you have about your orders. But now you don't have to call us to find out what's going on. We've added a feature on our web site 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
- Track your shipment via the UPS Tracking Number
- Verify if we received your order
- Review the items on an order
- Confirm if and when items shipped
- Check the ship-to address
- 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.

Count on North American Safety Valve for all your safety valve needs. We'll make you look smart!

Our large inventory allows us to offer same day shipment from stock on every valve Kunkle makes.

For over 20 years, North American Safety Valve has stocked the largest inventory of Kunkle Safety Valves in the nation. In fact, over 80% of NASVI's business involves supplying new valves. Besides our large inventory of new Kunkle valves, we also stock new safety and relief valves from Farris, Crosby, Conbraco, Consolidated, Aquatrol, Hydroseal and many others.



A new face with a familiar name joins NASVI

Andrea Tanis finally decided it was time to move back to Kansas City and change careers. For the past three years, she had been living in California, working as an international tax attorney. However, she soon realized that tax law truly was as boring as it sounds and that sitting at a computer all day crunching numbers was not for her.

Switching from tax law to sales was something that came naturally to Andrea. "I'm a people person. I love interacting with people and talking with them," she explained. "And I just did not get that interaction working in tax law."

Safety valves weren't a foreign concept, either.

"I grew up around North American Safety Valve, and worked here for two summers during high school," she said. She started out in reception but grew bored and ended up working out in the shop with the guys. "I worked in shipping, helping put the name plates on the valves and packing them. I even got to help test some of the valves, which just fascinated me."

One of the main things Andrea loves about North American Safety Valve is the sense of family and teamwork. "We provide the best service in the business. And that takes the commitment of everyone who works here. We're all in this together – working and doing whatever needs to be done to ensure the customer's needs are taken care of.



"Before I came here, I worked at a large company where I didn't have contact with the top executives. Many times, the customers weren't put first and smaller customers were often just put on the back burner," she said. "At NASVI, I am truly part of a team. We treat every customer the same and make them our number one priority."

When not working, Andrea enjoys running, riding horses and working on her house. "My house has now become an obsession of mine, and I'm determined to make it my own. I'm not the handiest person so it's been an adventure learning to use power tools. However, I still have all my fingers so I must be doing something right!"

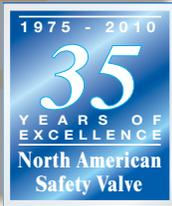
Our 50,000 square foot warehouse gives us the capability to ship even the largest orders for Kunkle valves right away. You won't get a three to four week delay. At NASVI, we don't quote you unbelievable factory lead times, we simply pull the valve from our stock, set and test it, then ship it to you — usually the same day it was ordered! And when you order a Kunkle product from NASVI, be assured that it's backed by the quality service that has earned us our sterling reputation within the industry. How much simpler can it be?

So, the next time your customer calls and needs a new safety or relief valve in a hurry, call a NASVI applications engineer at (800) 800-8882. We'll have a quick answer on price, availability and shipment. After all, we've built our business on relationships and we do everything we can to make doing business with us easy.



Just to give you an idea of how big our inventory is, our shelves are stocked with ...

- more than 18,000 valves in 4,000 varieties
- ample quantities to serve more than 10,000 customers in 20-plus countries worldwide
- enough valves to set and ship an average of 150 per day
- backed by a repair capacity of 40 valves per week
- and placed on a fast track to you by having six different test stands to calibrate valves for same-day shipping.



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NORTH AMERICAN SAFETY VALVE

Offer The Remanufactured Alternative & Look Like A Genius!

In the past few years, many companies have found that it makes sense 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.

Now you can be part of this growing trend by offering remanufactured steel flanged safety valves. We have the facilities and extensive experience in all areas of safety valve repair and remanufacturing.

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 turn-around for remanufactured valves.

The only differences 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.

 **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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