

UPDATE

NORTH AMERICAN SAFETY VALVE

Winter, 2011

From the
President's Desk



Allen Tanis
President

You can be confident about the quality of our product.

INSIDE

- Alternatives to save money and cut down time ...
- 24/7 online order tracking ...
- Employee Spotlight ...
- Count on NASVI for all your safety valve needs ...

Confidence

How many ways can we help you feel CONFIDENT? Well, let's start with knowledge. Safety valves are not your specialty, so you better have a lot of confidence in the company you're buying them from. At NASVI we have seven inside sales people with over 130 years of safety valve experience. The old valve man to your left has 39 years alone and I still haven't seen it all.

You can be CONFIDENT that we'll share that knowledge with you, quickly and efficiently. It doesn't matter if you're calling for freight charges, a copy of an invoice, or expediting an order. You will get a prompt, pleasant reply. If you request a quote and don't get an answer that day, give us a jingle because something is wrong. The only time we won't get back to you the same day is if we are waiting on the factory for special pricing for special valves. And since I'm in inside sales, don't be surprised if I answer the phone.

You can also be CONFIDENT about the quality of our product. When you buy a valve from us – whether it's new, repaired or remanufactured, that valve will work properly, and we will stand behind it.

Some of you need to be more CONFIDENT in offering remanufactured valves. With a remanufactured valve you get:

- A TWO-year warranty on workmanship and parts.
- Fast delivery and 40-50% savings over a new valve.

- A valve made in America and being rebuilt by men in our shop.
- An unconditional guarantee that your customer can look at the valves for 5 days. If they don't like them for any reason, they can return them and we will pay the freight both ways.

Recently, we were on a conference call providing technical help. The end user was complaining of factory lead times delaying the project. We told him we could supply him with remanufactured valves with an extra year warranty within his time frame and at a huge savings. He was tickled pink. He was wondering why he wasn't quoted that way as well. His supplier had assumed he wouldn't want remanufactured. Next time, you can bet he will be CONFIDENT in remanufactured offerings.

You can be CONFIDENT we sell to wholesalers only. Why would you buy from a local safety valve company that's in competition with you? Hey, he might charge you a little less for your first order, then make up the difference in profit when he sells to your end user. We don't do that. If an end user calls us with an inquiry, we ask him who his favorite wholesaler is. We also give out free referrals on new projects coming out for you to go hustle the business for us.

ARE YOU CONFIDENT YET?

I sure hope so. We do appreciate your business, and we look forward to serving you in the future. You can be CONFIDENT of that.

Allen Tanis

Today, More Companies Look to Alternatives to Save Money and Cut Down Time.

Offer North American's remanufactured safety valves as an alternative and watch your sales grow.

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 with full confidence. We have the facilities and extensive experience in all areas of safety valve repair and remanufacturing.

When we remanufacture a safety valve, we:

1. Completely disassemble the valve. Clean and inspect it.
2. Check every working part for signs of wear to ensure each part meets the manufacturer's tolerances.

3. Sand blast castings and check for possible defects.
4. Face all flanges to a new finish.
5. Replace all gaskets, bolts and nuts.
6. Each safety valve is then reassembled and painted.
7. Subject the remanufactured safety valve to a series of tests ensuring it meets or exceeds new valve criteria.

Only then does it receive our full two-year warranty.

What does a customer gain from using remanufactured safety valves?

Three things:

- Value.** Savings of 50% aren't unusual.
- Assurance.** Every remanufactured valve is guaranteed for two years to be free of defects in material and workmanship.
- Faster delivery.** Same-day shipping is the rule – not the exception.

How can remanufactured valves increase sales?

Add it up. A remanufactured valve from North American means your customer is 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.

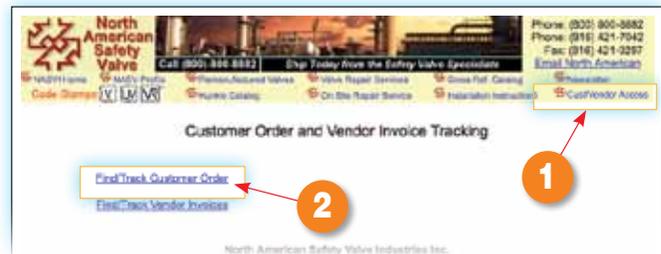


Online order tracking at www.NASVI.com

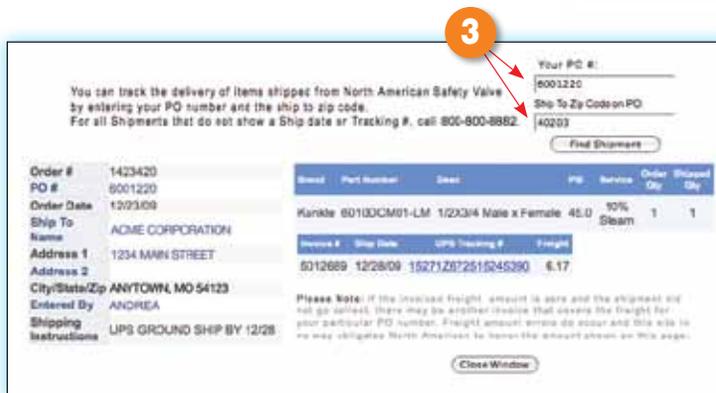
Get answers 24/7 with our new online order tracking.

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
- Get the truck shipment Pro Numbers.
- Verify if we received your order
- Review the items on an order
- Confirm if and when items shipped
- Check the ship-to address



It's Fast! It's Convenient! It's Easy!



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.

At NASVI, we're all about service.

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.



Employee Spotlight

It's difficult to define my role at NASVI with a single "job title". My name is Jackson and I have been coming to work at NASVI part time for seven years now. I come in when I feel like it and sleep all day when I feel like it. On days I do work, I have very important duties to fulfill. I usually try to walk Big Al once or twice a day, whether he wants to go or not. In addition, I am in charge of making sure that any treats or biscuits are hidden around the office. Once I have properly hidden them, I ensure that they

are eaten later that day. Most importantly, in the winter, I make sure that the snow around the light poles is yellow, so that my fellow employees do not back their vehicles into them.

If you are ever in Kansas City, come by the office. I will properly greet you with my patented helicopter tail wag and sleep on the floor during any meetings. Just make sure to tell Big Al that you are looking forward to your meeting with Jackson (so I don't spend that day sleeping in the barn).



1500 Iron Street
North Kansas City, MO 64116



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

RETURN SERVICE REQUESTED

LEADER

 NORTH AMERICAN SAFETY VALVE

Count on North American Safety Valve for all your safety and relief valve needs.



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 Kunkle valves, we also stock new safety and relief valves from Farris, Crosby, Conbraco, Consolidated, Aqualtrol, Hydroseal and many others.

Our 50,000 square foot warehouse and on-site repair and set facility give us the capability to ship even the largest orders 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 from NASVI, be assured that it's backed by the quality service that has earned us our sterling reputation within the industry.

So the next time your customer calls and needs a new safety or relief valve in a hurry, call a NASVI Applications Engineer at **1-800-800-8882**. You can be confident you'll get 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.



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
www.nasvi.com