

A Bimonthly Newsletter of the Association for Hose and Accessories Distribution

DECEMBER 2012

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Save These Important **NAHAD Dates**

March 10-13 ... University of 2013

Industrial Distribution Indianapolis, IN

2013

April 20 - 24 29th Annual Meeting & Convention

Gaylord National Harbor Washington, DC

2014

April 26 - 3030th Annual Meeting & Convention

JW Marriott Desert Ridge Phoenix, AZ

VISIT

www.nahad.org NAHAD Convention 2012

Slide Show



Institute Handbook, Advisory Council **Deliver Value for Companies**,



Employees & Customers

n December 1, NAHAD's Hose Safety Institute released its new HANDBOOK for the **Design & Specification of Safe** Hose Assemblies: the culmination of a two-year collaborative effort by scores of NAHAD member volunteers, following

more than 10 years of hose assembly guideline development.

The new *HANDBOOK* incorporates all of the updated content from the seven NAHAD Hose Assembly Guidelines first introduced in 2005 as well as new and expanded content, charts, graphics and photos. A comprehensive and powerful reference tool for employee training and recognition, as well as the basis for, or a complement to, a company's Quality Manual, the new HANDBOOK provides the perfect marketing tool for distribution sales professionals, allowing them to have "intelligent discussions with customers, centered around safety, quality and reliability, and not about price."

New Handbook Exams & Certificates

To complement the new and expanded HANDBOOK, the Institute has revamped and updated its online exams and certifi-

Hose Advisory Council to meet in Annapolis this month

(see more information on page 11)

cates program, set to roll out on January 1. Scores of

> Continued on page 11

he following NAHAD Listed Members have successfully passed a Hose Assembly Guidelines Specification or Design and Fabrication Exam from 09/19/2012 to 11/14/2012

Corrugated Metal Hose (Specification)

Sabrina Peveler, LewisGoetz

Industrial Hose (Specification)

- Milam Cotton, Southern Hose & Industrial Supply
- Chad Forgie, New-Line Hose & Fittings
- Kevin Hanham, New-Line Hose & Fittings
- Claude Beauchamp, HiTech Piping Ltd.
- Marc Manes, HiTech Piping Ltd.
- Valerie Nove, HiTech Piping Ltd.
- Nadia Boismenu, HiTech Piping Ltd.
- Kenny Shumate, Netherland Rubber Company
- Brandon Glenn, Red-L Distributors, Ltd.
- Alex Attobrah, Red-L Distributors, Ltd.
- Colby Campeau, Red-L Distributors, Ltd.
- Andrew Hasenhundl, Red-L Distributors, Ltd.
- Paul Hope, LewisGoetz
- Myron Bockholt, LewisGoetz
- Andrew Campbell, LewisGoetz
- Russ Isner, LewisGoetz
- Ken Hart, LewisGoetz
- Ralph Walker, LewisGoetz
- Jason Tippett, LewisGoetz
- Darrell Lambert, LewisGoetz
- Mike Cole, Alaska Rubber
- Craig Else, Arco Hose Ducting & Fittings
- David Pferrer, A & M **Industrial Supply**
- Tony Carter, A & M **Industrial Supply**
- Chris Pichalski, A & M **Industrial Supply**
- Kevin Martinez, A & M **Industrial Supply**
- Adam Ragsdale, Branham Corporation
- Jason Branham, Branham Corporation
- Sarah Branham, Branham Corporation
- John Stewart, Hart Industries, Inc.
- Vincent Klementowski III, JGB Enterprises Inc..
- Ryan Thurston, JGB Enterprises Inc.

Continued on page 3

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Graphic Design

PRESIDENT'S LETTER



Dear NAHAD Members,

The NAHAD Board met in mid-September at the Gaylord Hotel located outside Washington, D.C., site of our April, 2013 Annual Meeting and Convention. It is a very impressive venue on the east bank of the Potomac River across the river from Alexandria, VA and within sight of our nation's capital. We hope you will enjoy this impressive facility with its enclosed atrium, the sites of National Harbor and the countless attractions of Washington, D.C.

The Board is pleased to announce we have a fiscally strong organization and despite the challenges consistent with many industry organizations; is a growing enterprise. The recent meeting in April, 2012 had the highest attendance in NAHAD's 28 year history. A great deal of time was spent at this Board meeting fine tuning the 2013 schedule and engaging your comments from last year to try to improve our value offering to our membership at our annual event. The Board engaged in candid dialogue focused on improving our organization through its varied initiatives and committees. As an example please take a few minutes to review the detail of the exciting new Hose Safety Institute detailed in this newsletter. A special thank you is extended to the Officers and Directors listed on the left margin of this page for their dedication to the organization and their valued input at the meeting.

While attending another industry function in September, I had the pleasure of speaking with Curtis Sprague, a former President of NAHAD, who is involved with the Industrial Careers Pathway initiative which will assist our membership fill its future career positions. Of particular interest are opportunities to hire a U.S. veteran through the outplacement services of ICP and the various branches of our military. This program provides the distributor the opportunity to hire a mature individual with immediate skill sets (as in fluid power) through outplacement services at military bases throughout the country. Information is provided by going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link on the left or by simply going to www.nahad.org and click on the ICP link

Best Regards,
Don Fritzinger, *NAHAD President*

Learn from the Leaders

nterviews with the most recent members of the Board of Directors of NAHAD. Learn what's on



their minds and about their goals for NAHAD's future.

Dan Barrett, General Manager for Parker Hannifin Corp.'s Industrial Hose Division.

NAHAD: Tell me a little about your history and how you got into this industry.

Dan Barrett: I've been with Parker 29 years within the fluid connector segment of the business, and in 2007 became general manager for the Industrial Hose Products Division. Prior to that, most of my experience with Parker has been on the hydraulic hose side.

NAHAD: What do you like best about the Industrial Hose business?

Barrett: The interesting thing about this business is the depth and variety of the applications and markets that this business touches. Any medium that is car-

ried from point A to point B, industrial hoses somehow touch the market. I find it very intriguing the amount of applications in industrial and commercial uses where we're playing some type of role.

NAHAD: How would you describe the Industrial Hose Division and what is its key differentiator?

Barrett: Our mission is to be recognized as the industry market leader. We aim to accomplish this goal utilizing a strategic product portfolio and dedicating our service and support systems to exceed our customer's expectations of value. Parker has been doing a nice job of expanding its presence in the market and our ambition is continued growth.

NAHAD: What are your goals as a new member of the NAHAD Board of Directors?

Barrett: A personal goal is to try to motivate some of our distributors who aren't active within NAHAD to get active within NAHAD. I'll also be contributing to the NAHAD Hose Safety Institute guidelines. Parker can be a resource to help expand and maintain the accuracy of the guidelines, which the industry uses as a reference. I look forward to forging relationships with our board members and the number of distributors who utilize NAHAD services.



Veyance Technologiesk, Fairlawn, Ohio



Bruce Behrstock, Ace Hose & Rubber



Industrial Certification Orlando

Exam Passers Continued from page 1

- Shawn Cavanaugh, JGB Enterprises Inc.
- Peter Hayes, JGB Enterprises Inc.

Composite Hose (Specification)

- Shaun Burroughs, Red-L Distributors, Ltd.
- Ray Mitchell, LewisGoetz
- Tony Vaughn, LewisGoetz
- Chris Shawver, LewisGoetz
- Dusty Hobkirk, LewisGoetz
- Loren Dobs, LewisGoetz
- Tim Hunter, LewisGoetz
- Richard Sonner, LewisGoetz
- Tony Tobler, LewisGoetz
- Kent Stedman, LewisGoetz
- Chris Castillo, LewisGoetz
- Larry Wild, LewisGoetz
- John O'Leary, LewisGoetz

Hydraulic Hose (Specification)

- Mike Cole, Alaska Rubber
- Gary Klingshirn, Eaton Corporation
- Kevin Martinez, A & M Industrial Supply
- Tony Carter, A & M Industrial Supply
- Chris Pichalski, A & M Industrial Supply
- David Litteral, LewisGoetz
- Myron Bockholt, LewisGoetz
- Lucky Ighodaro, LewisGoetz
- Randy Schaller, LewisGoetz
- Ken Hart, LewisGoetz
- Brian Rosinski, LewisGoetz Mike Kohler, LewisGoetz
- Andrew Hasenhundl, Red-L Distributors, Ltd.
- Colby Campeau, Red-L Distributors, Ltd.

- · Alex Attobrah, Red-L Distributors, Ltd.
- Patrick Granville, Red-L Distributors, Ltd.

Fluoropolymer Hose (Specification)

- Stuart Wittet, Trinidad Hose Company, Ltd.
- Adam Woodard, Arco Hose **Ducting & Fittings**
- Ian Brewster, Arco Hose **Ducting & Fittings**

Corrugated Metal Hose (Design and Fabrication)

- Sue Cox, Summers Rubber Company
- Corey Litton, Summers Rubber Company

Industrial Hose (Design and Fabrication)

- Russ Isner, LewisGoetz
- Steve Kelman, Red-L Distributors, Ltd.
- Alex Attobrah, Red-L Distributors, Ltd.
- Tonya Fuller, JGB Enterprises Inc.
- Shawn Covanaugh, JGB Enterprises Inc.
- Corey Litton, Summers Rubber Company

Composite Hose (Design and Fabrication)

- Larry Wild, LewisGoetz
- Corey Litton, Summers Rubber Company

Hydraulic Hose (Design and Fabrication)

- Russ Isner, LewisGoetz
- Corey Litton, Summers Rubber Company
- Steve Kelman, Red-L Distributors, Ltd.

Fluoropolymer Hose (Design and Fabrication)

- Larry Wild, LewisGoetz
- Corey Litton, Summers Rubber Company

Amazon Hose and Rubber Company embraced this extensive training initiative to include all of their Managers, Salespersons and Assemblers. Over the last 12 months, the company is pleased to report that 50 individuals have passed not only one but in many cases, both exams and feel this is a huge accomplishment.

At Amazon, ilt has been a clearly defined goal to have everyone who sells or assembles hoses to pass these exams in order to increase their knowledge and expertise through training. Additionally, the Warehouse Managers in each branch location have passed the Industrial and Hydraulic Hose Design and Fabrication exams.





Industrial & Hydraulic Certification Miami

Learn from the Leaders

Continued from page 1

NAHAD: How does NAHAD benefit its members?

Barrett: They provide unique tools and training materials that are valuable to distributors from a business standpoint. NAHAD's University of Industrial Distribution helps people interested in entering the industry learn the skills required and the career pathways available. During the NAHAD convention, distributors get an opportunity to see what's new in the marketplace at one point in time with a number of manufacturers. The convention also brings value in terms of industry trends and what other distributors are seeing.



Scott Johnson, senior executive vice president for Lewis-Goetz and Company

NAHAD: Tell me a little about your history and how you got into

this industry.

Scott Johnson: I've been the industry for quite a while. Right out of college I went to work for Gates Rubber Company and was a field rep for them in their West Virginia market. I was with them for a year before I went to work for my largest distributor, Industrial Rubber Products, who was located in West Virginia, Tennessee and Kentucky. I spent many years with Industrial Rubber Products, and they were acquired by Lewis-Goetz in 2002. And I've been with Lewis-Goetz ever since.

NAHAD: What do you like best about this business?

Johnson: I definitely have to say it's the quality of the people in this industry. There are a lot of very good, hard-working people in the industry with high integrity.

NAHAD: How would you describe Lewis-Goetz, and what is its key differentiator?

Johnson: Lewis-Goetz is a very large industrial rubber products distributor that has a strong footprint across North America. Our key differentiator is that we target and focus on the larger customers, customers that have multiple locations and would value the products, services, fabrication quality and safety performance that Lewis-Goetz is able to provide across each company's footprint.

NAHAD: Now that Lewis-Goetz is part of ERIKS, how does that impact the company's future growth plans?

Johnson: It only enhances our growth plans. ERIKS has a long-term vision for continued growth, and they're very interested in the North American market. So they'll be able to provide the resources we need to grow both organically and through acquisition.

NAHAD: What are your goals as a new member of the NAHAD Board of Directors?

Johnson: Before becoming a board member, I had been a NAHAD member for many years, and I've gotten a lot out of NAHAD both through contacts and through the Hose Safety Institute and its predecessor. So my goal is to give back in any way that I can, and to continue to enhance the Hose Safety Institute, which is one the best programs I've seen put together by an industry organization.

NAHAD: What are the biggest benefits to NAHAD members?

Johnson: One of the greatest benefits available is being able to make new contacts with the different manufacturers, and being able to meet manufacturing workers at all levels of responsibility, from the regional salespeople all the way up to the principals of the organizations. That's not easy to come by, especially for many smaller distributors.

Scott Moss of Moss Rubber & Equipment Corp., Benicia, CA.

NAHAD: Tell me a little about your history and how you got into this industry.



Scott Moss: Moss Rubber was founded in 1965 by my father, Don Moss, and his brother Leon, and I began working for the company in the mid-1980s in

the warehouse as I attended high school and college. I began learning the business from the ground up. After graduating college in 1991, I worked on the inside sales desk and eventually

outside sales. And then in 2001, I helped start our Benicia branch, and that's where I currently spend the majority of my time. My brother Greg and I are partners in the business, and Greg works out of our South San Francisco office.

NAHAD: What do you like best about this business?

Moss: I enjoy the people associated with the industry. Over the years, I've benefited from close relationships with customers, employees, suppliers and also other distributors. On a day-to-day basis, I enjoy finding products and applications that help solve problems for our customers and keep their projects moving.

NAHAD: What key trends are you seeing right now in this sector?

Moss: Consolidation and acquisitions by suppliers, distributors and customers seems to be a continuing trend that is affecting all aspects of the business both positively and negatively. Pricing pressures due to increased raw material costs is also a trend that seems to be more prevalent in the last few years.

NAHAD: How would you describe your company, and what is its key differentiator?

Moss: Moss Rubber is customer- and employee-driven for the long term. We operate and make daily decisions that focus on creating loyalty and trust from both our customers and employees. This philosophy has allowed Moss Rubber to maintain long-term quality relationships with both our customers and employees.

NAHAD: What are your company's main markets?

Moss: Our main markets are refineries, petrochemical plants and their contractors, and heavy construction.

NAHAD: What are your goals as a new member of NAHAD'S Board of Directors?

Moss: I'd like to be an active contributor to the leadership and growth of an organization that has served our company in the industry for 28 years.

NAHAD: How does NAHAD benefit its members?

Moss: The annual convention provides outstanding opportunities for learning and networking with the leading manufacturers and distributors in our industry. Relationships developed through NAHAD can provide immeasurable long-term benefits to individuals' or companies' growth and success in the industry.

I'm looking forward to the time I'll be serving on the board and hope I can help grow and promote NAHAD as an industry-leading association.



Best at the Border

o you have freight going to or coming from Canada? No other carrier has the border covered like YRC Freight. Enjoy cross-border service with one call, one carrier, one invoice. Our North American network serves almost all of Canada directly. And, we have the professionals you can rely on, with YRC Reimer providing a full-service network throughout Canada. Crossing the border is fast and seamless, thanks to our security compliance and on-site representatives. Keep your supply chain moving cross-border.

Spend less time on border crossings and more on your customers. YRC Freight is fully certified and compliant with all border security agencies, and our border ambassadors ensure a smooth crossing. That's why YRC Freight shipments are 98% pre-approved for Canada customs clearance and 100% verified on U.S.-bound shipments. Additionally, YRC Freight Border Ambassadors are available 24/7 to identify and resolve any and all border-crossing issues.

For added peace of mind, YRC Freight offers broker-inclusive service to customers doing business cross-border. Our customs broker-inclusive service handles every aspect of your cross-border shipment, with complete brokerage services to and from Canada. This service simplifies record keeping and payables with brokerage fees, customs fees and transportation all on one invoice. Our long-standing partnership with a leading freight broker and agent, delivers confidence for cross-border shipping.

Let the experts help you with your next crossborder Canada shipment. Contact your dedicated YRC Freight specialist at 1-800-647-3061 or associations@yrcw.com. As a NAHAD member, you can receive significant savings with YRC Freight. Simply enroll online at enrollhere.net or contact us by phone or email.



NAHAD Partners with CST Company

KEY TO COLLECTIONS

SERVING AMERICAN BUSINESS AND INDUSTRY SINCE 1987

ST Co. is a full-service commercial collection agency that has partnered

with NAHAD since 2008 to reduce bad debts and increase cash flow for NAHAD members. This is CST's 85th year of personally handling delinquent accounts in the US and worldwide. CST Co.

is a founding member of the Commercial Collection Agency Association of the Commercial Law League of America, which is the "gold standard" organization for the commercial collection industry.

One thing that sets CST apart from the competition is our outside sales force. We have sales representatives in or near every major U.S. city. They are available to meet with you to discuss credit and collection concerns, and can also meet with your customer face-to-face to arrange payment on past-due balances, in certain situations.

If you are having a difficult time deciding whether or not to sell to a customer, CST can help. We offer credit reports on businesses and individuals through Experian at a surprisingly low cost. There are no minimum purchases and no contracts to sign. You "pay as you go", with no commitments.

CST has a ten-day Free Demand service that helps to determine whether a past-due account is merely a slow-pay situation, or a true collection problem. If accounts are placed under Free Demand through our

website (www.cstcoinc.com), you can generate the notice to your customer and either print it for mailing, or save it to be sent as an e-mail attachment. You can also customize the notice to include not only the

NAHAD logo, but also your own company logo, if you desire. If your customer responds immediately to the notice with payment, you have impressed upon them the need to stay current – at no cost! If Free Demand does not produce payment, then the account is in our hands earlier, which promotes a quicker settlement and minimizes the chance for a total loss or the need for legal action to collect. This is an extremely successful program that works to reduce your overall collection expense.

CST's adjustors average over 15 years total collection experience. These professional men and women know just what to do and say to obtain payment from even the most reluctant debtors. CST's legal adjustors are well-versed in all commercial litigation matters, and have developed a network of reputable, bonded collection attorneys.

CST offers many low cost or free programs designed to improve your bottom line. Best of all, NAHAD members receive a discount of 20-25% off CST's regular rates for preliminary collection service.

Contact either CST office below for more information and to enroll in the program.

CST Co. - Louisville

502-589-2027 800-626-5873 Fax: 502-584-7843

E-mail: Louisville@mail.cstcoinc.com

CST Co. - Dallas

214-747-9621 800-777-1278 Fax: 214-747-9348

E-Mail: Dallas@mail.cstcoinc.com

Rental Industry Spotlights Abbott Rubber & Hose Safety Institute

AHAD vice president, Terry Weiner, co-owner of **Abbott Rubber Co.**, has been actively involved with the **American Rental Association** (ARA) since 1974. His company, along with NAHAD's Hose Safety Institute, was featured in the October 2012 issue of Rental Management Magazine. The article highlights Abbott's success and their commitment to hose quality, supported by the Institute's new *Handbook for the Specification & Design of Safe Hose Assemblies*.

CONNECTIONS Member to Member Exchange

American Biltrite (Canada) Ltd would like to announce



Frederic Guerin

and Melanie Morier. Frederic will serve as Vice President of Business Development on the Performance Sheet Rubber side and Melanie is the new Marketing Director.

BlackArch Partners is pleased to announce the



closing of the sale of GHX Holdings, LLC, a portfolio company of The CapStreet

Group, LLC, to United Central Industrial Supply, LLC. GHX, a value-added distributor of industrial fluid transfer and sealing solutions, will merge its operations with those of United Central, a portfolio company of American Securities Capital Partners, and will operate as The United Distribution Group Inc. The transaction creates a leading comprehensive provider of products and value-added services to end users in energy and natural resources markets.

GHX's management team, including Executive Chairman Dan Ahuero, Executive Vice President Ben Andrews, CEO Richard Harrison and CFO Dan Maddox, will continue in leadership positions in the new, combined company.

The United Distribution Group will be organized into two business units: United Central, which will distribute essential supplies to the underground mining industry, and GHX, which will distribute industrial fluid transfer and sealing solutions mainly to the energy end markets.

BlackArch was retained by GHX Holdings, LLC, to serve as exclusive financial adviser on the sale of the company. Specific terms of the transaction were not disclosed. GHX (www.ghxinc.com) operates 39 facilities in 12 states and Canada, serving the specific needs of industrial customers operating in end markets characterized by harsh operating environments and exacting performance, environmental and safety standards. The company, which is headquartered in Houston, provides fluid sealing (gaskets), fluid transfer (hoses) and other products to a variety of end markets, particularly the power generation, refining and petrochemical, mining, agriculture, marine and upstream oil and gas end markets.

To improve inventory and response times,



Parker has added an additional stocking location for popular industrial hose

items, in South Gate, California. This Los Angeles-area location is well-situated to take advantage of abundant freight/transportation resources to provide fast and efficient delivery to the Pacific and Mountain time zones.

For questions, or for a complete part listing, please contact Parker Customer Service at 866.810.4673 or 800.242.4673.

Brennan Industries, Inc. has launched a new website at www.Brennaninc.com with its



online parts catalog, configurator and a free CAD download solu-

tion.

The user-friendly website allows designers to conduct a search of available parts, view the parts in 3-D, and then download the CAD model that can be included directly in customers' design or specification documents. More than 8,000 individual hydraulic fittings and adapters are available in 3-D CAD models. Designers can select two types of CAD models (with or without threads) that supply lightweight or heavyweight models, depending on the users' needs.

"Product selection and buying has changed, and now customers commonly research and select products online," said David M. Carr, president, Brennan Industries. "Our website now incorporates a searchable product catalog, including product comparison and customer attribute selection from a table, so it's easy to find and select the right product. Downloadable CAD models are available to save customers time as they specify products into their designs."

In other company news, Brennan has also introduced a mobile application that provides easy access to the Brennan product catalog and product cross-reference tool.

The mobile app, optimized for iPhone and Android devices, gives users quick access to more than 30,000 Brennan products, product comparison information and the company's contact information.

This year marks the 75th Anniversary of the



Briggs Company, a family owned full line Industrial Distributor specializing in fluid trans-

fer and corrosion resistant products. Centrally located in Delaware the company continues to provide the Mid-Atlantic States and beyond with its proven values of superior products, excellent service and customer satisfaction.

Briggs would like to thank all their loyal NAHAD member manufacturers that have been an integral partner in the company's success. They are also pleased to announce the addition of Dean Theodos to their sales team, Dean comes to Briggs with twenty five years' experience in the hose and fitting industry.



the acquisition of Eagle America, Inc. effective The Right Connection™ November 1. Eagle

Dixon has announced

America, established in 1979 and based in Warwick, RI, is a US manufacturer of gate and globe bellows seal valves. The products are designed to control hazardous media such as chlorine gas, regulated fluids, purity gases, cryogenics, heat transfer fluids, and steam.

The company's products, sold under the Eagle America brand name, are used extensively in applications where environmental control and safety are of critical importance – particularly in the petroleum refining, chemical processing, nuclear power generation, solar energy, and pulp and paper segments.

Eagle America has become a division of Dixon. Its manufacturing facilities, administrative offices and employees remain in Rhode Island. Bob Grace, president of Dixon, reported that the acquisition of Eagle America aligns with Dixon's strategic focus on energy technologies, as well as expanding the range of standard and engineered products and services it offers to the oil and gas, power generation, and chemical processing industry segments.

To learn more about the Eagle America bellows valve products and solutions, call 1-800-355-1991 or by email to sales@dixonvalve.com.

Globe Products Co. is proud to announce it has added an annealing furnace to its PRODUCTS CO., INC.

Previously Globe Products relied on outside companies to perform the annealing process but with the addition of the annealing furnace, Globe now has the ability to tightly control customer lead times as well as quality.

equipment stable.

The humpback furnace, which is powered by a combination of electricity and gases, has a continuous feed on which parts are placed and heated up to the correct annealing temperature for brass or steel respectively, then put into a cooling chamber all accomplished with precision timing. Throughout the process there exists a tightly controlled environment resulting in the repeatedly high quality of annealing that the furnace offers and customers demand. The annealed parts consistently meet the companies' rigid standards for appearance and hardness. Globe General Manager, Kevin Lewis, added that with the furnace, the company can minimize the manufacturing process cycle time, reduce material handling steps and more accurately schedule production of customer orders.

Globe Products Co., founded in 1981, specializes in producing hose ferrules for the automotive industry, hose manufacturers, and also has clients in various business lines including the medical field and plumbing industry. For more information on Globe Products, please visit their website at www.globeproducts.com.

Entire Machinery Co., Ltd. would like to introduce their new product line, 6", 8", 10", 12", 14", 16", 18" aluminum KC Nipple with NPT, Groove, Welding, Flange connection. Another

new product line is 6", 8", 10", 12", 14", 16", 18" aluminum Victaulic Clamp.

Epicor Software Corporation announces tnat it mas compreviously announced that it has completed its acquisition of Solarsoft Business Systems. Epicor also announced preliminary financial results for its fiscal 2012 full year ended on September 30.

Epicor completed its acquisition of Solarsoft Business Systems for \$155 million which was funded with cash on hand and a draw on an existing revolving credit facility of \$69 million. As previously stated in the news release "Epicor to Acquire Solarsoft Business Systems," the acquisition of Solarsoft extends Epicor's position as a provider of complete end-to-end enterprise business solutions for

discrete manufacturing and distribution and wholesale management solutions in key vertical industries including lumber and building materials, automotive, and print and packaging. Jefferies & Company, Inc. acted as sole financial advisor to Epicor Software Corporation.

"This acquisition strengthens our leadership in the manufacturing and distribution segments worldwide," said Pervez Qureshi, CEO and president of Epicor. "The addition of Solarsoft extends our innovative software offerings to a broader range of customers and industries—from automotive parts to packaging to life sciences, from food and beverage to electrical components to lumber and building materials. These solutions, which enable customers to monitor business and boost operating efficiency, are well aligned to Epicor offerings. We are pleased to have completed this acquisition slightly ahead of schedule and excited to begin the process of integrating Solarsoft with Epicor."

Fairview Fittings & Mfg. Ltd (Toronto,



Ontario Canada) is proud to announce the addition of 2 new sales people to their Canadian sales team.

Gaetan Bouchard joins Fairview out of their Laval, Quebec Branch 1-450- 978-3341 and is responsible for the Northern Quebec and Quebec City territories. Also joining Fairview is Patrick Rathwell. Pat is responsible for the Calgary to Medicine Hat and Calgary to Lethbridge territories working out of their Calgary, Alberta Branch 1-403-255-1524. Fairview Fittings & Mfg. Ltd. has grown to become one of the largest hose, fittings and valve products distribution companies in Canada dating back to 1969. www.fairviewfittings.com

Patrick S. Spinelli has been named Plant



Manager by **Hyde** Tools, a national manufacturer based

in Southbridge, Massachusetts.

Announced in October by Hyde President and COO Robert Scoble, the selection was due in part to Spinelli's longtime contribution to manufacturing excellence through Lean and Continuous Improvement practices, Scoble noted. Spinelli has overseen the operation of many departments and business units since joining Hyde in 1994.

Spinelli began his career at Hyde as a machine operator in the company's Engineered Products business unit. From there, he became facilitator of the grinding department, a position he held for 12 years. It was in this assignment that he first tackled cell design and other lean and continuous improvement manufacturing disciplines. He was responsible for the planning and procurement of new machinery; schedule implementation; the development and implementation of budgets, team-building and training. He later added the management of the heat-treating department, the laser cutting area and the production of Wilson machine knives and blades.

In 2009, Spinelli was selected as leader of operations for Hyde Industrial Blade Solutions (IBS). In this role he collaborated with the sales and marketing team to facilitate growth of the IBS division and maintained control of all manufacturing departments linked to the division. He is a graduate of the School of Industrial Management at Worcester Polytechnic Institute. He and his wife Kelly and two sons reside in Southbridge, MA.

The Home Rubber Company, along with



their Ivanhoe Rubber Division, has successfully completed a wholesale recapitalization of its business. Under the leadership of owner, Richard Balka, the 130 year old manufacturer of

mechanical and industrial rubber products has retired a significant portion of its debt and secured generous new financial facilities for revolving capital expenditures and for its operating line of credit. The business recapitalization has taken place on the heels of Home Rubber's completion of a new calendar line and the re-building of one of its mixing lines. Over the past six months, Home Rubber has also completed substantial improvements to its factory infrastructure, improving production efficiencies and also reducing energy expenses.

"In an era when banks don't want to loan money to small businesses, the strength of American Manufacturing over the past year helped us to bolster our balance sheet and convince a new lender that 130 years was only the beginning," stated Balka, who then added "[The fact that] this comes after we've completed so many capital projects really puts us in great shape to fulfill our mission of providing innovative solutions and small run products to our customers in a fraction of the lead time experienced in the industry. This is just another instrument that will allow us to maintain a strong raw material inventory, beef up our inventory of Tan Pure Gum Tubing and to meet any need that our customers require."

CONNECTIONS

continued

The Home Rubber Company has a broad base of manufacturing capabilities including handmade hose and tubing, lathe cut gaskets, sheet goods, mandrel-made truly endless belting and other specialty rubber products. Home's Ivanhoe division provides fully certified, technically specific small batch rubber compounds to molders and extruders in slab and in various pre-forms. The business was founded in 1881 and remains in its original 65,000 square foot facility in Trenton, New Jersey.

Jamie Ludwig President of Sales &



Marketing of Red-L Distributors, Ltd. is pleased to announce

the appointment of Phil Esposito to Vice President, Business Development and Tod Nicol to Territory Manager. Esposito enjoyed a 20 year tenure with Dixon Group Canada prior to joining Red-L. He will be responsible for growing and expanding the company's plant business (Petrochemical, Gas, Forestry, Heavy Oil and Food Plants), Bulk Hauling (Chemical, Fuel, Cement and Specialty Products), and developing Engineering Firm business.

Nicol's was the Grande Prairie area Canadian Linen Sales and Service Manager for 20 years. He will be servicing and expanding the existing industrial, hydraulic and lubricant customer base.

Both may be reached at: Red-L Distributors Ltd. Corporate Headquarters, 9727 -47 Avenue, Edmonton, AB. T6E 5M7. P: 780.437.2630, E: philesposito@redl.com, todnicol@redl.com

NewAge Industries announces the appoint-



ments of Robert Volk as its new Director of

Manufacturing and Stephen Kuhns as National Sales Manager. Volk is a mechanical engineer with considerable experience in thermoplastic injection molding, product development and team management. Kuhns is a returning employee having worked for NewAge from 1983 to 1995 in inside and outside sales positions as well as management.

Volk's responsibilities include manufacturing process development and improvement, new product manufacturing, and overseeing NewAge's thermoset and thermoplastic manufacturing teams. He will also work closely with the company's Quality team, helping to ensure and maintain the quality of NewAge's products, specifically those from its AdvantaPure® high purity line. Volk previously worked in the food, toy, automotive, and medical device industries in roles that included design engineering, project management, tool engineering, new product development, lean implementation and manufacturing.

NewAge targets both industrial and clean application industries, and Kuhns is responsible for growing the industrial sector and providing an increased field presence. He will focus on expanding business with the company's current customers, strengthening its distribution network, and researching new business opportunities. Kuhns' familiarity with the product line has given him and the company a distinct advantage, as he was able to quickly get up-to-speed on new and improved products. Kuhns was employed in sales and territory management in the insurance premium finance industry before returning to NewAge.

UK based composite hose manufacturer



Dantec is targeting the USA with a fresh transatlantic campaign after signing a major deal

with Texas agency True North Works.

Dantec hoses are used for petrochemical, marine and industrial applications to transfer petrol, oil products, chemicals and liquefied gases. The firm exports to more than 50 countries worldwide with international deals accounting for 70% of all sales.

Dantec managing director John Laidlaw said the latest deal has great significance with the USA representing one of the biggest global markets for the firm's products. "The partnership with True North represents a huge leap forward for Dantec," he said. "We have invested great energy into finding a high calibre agency to propel the Dantec brand across the American market. The new MBO team which took over the firm in 2011 has great energy and ambition to expand our global reach. This partnership will play a crucial role in our fresh strategy aimed at driving growth, profile and reputation across the USA. There are more than 800 fuel storage terminals in America compared to around 650 in the whole of the EU."

Dantec will be focusing its stateside sales drive on its FIRESAFE hose. The product which was used in Formula One racing for 15 years can resist fire and temperatures up to 1,200°C.

Bill Thompson, CEO of Houston based True North Works said the firm is enthused by the prospect of introducing the Dantec brand to new markets. "I am looking forward to working with John Laidlaw and the Dantec team to promote sales of their fantastic product here in the States," he said, "With Dantec's excellent safety record and after sales care, I am confident its composite hoses will take off here."

O+P Srl is pleased to announce the addition of the new high tonnage crimping machine, **TUBOMATIC V350ES**



This machine is ideal for crimping up to 3" 6 wire spiral hydraulic hoses along with up to 10" indus-

trial hose, with crimping force up to 1000 tons. Uniquely designed and available in either vertical or horizontal versions with a low center of gravity for operator ease of use. Due to the design of this machine, it is suitable for use on crimping ceramic insulators, process steel rods and any application requiring high tonnage force.

O+P is pleased to service their North American clients from a new facility in Boston, MA USA. For more information, visit www.op-srl.it or email sales@op-srl.it.

Parker Hannifin now offers 72 hour turn around on seamless.



PTFE convoluted and Flare-Seal® hose assem-

blies. Flare-Seal hoses offer continuous PTFE through the fitting with no area for bacterial entrapment, thus promoting uninterrupted flow. Seamless convoluted PTFE hoses are available in an open-pitch or low profile design with a stainless steel or polypropylene braid. Sizes range from 1/2" up to 4".

The current promotion is offering a free gift when the customer uses the PAGE Quote tool located at www.pagintl.com Choose the "Request Quote" button on the right hand side and type CODE3 in the "Other Information" field.

Power Drives Inc. introduces their new hose



technology, the Power FlexTM, developed in partnership Innovation Engineered with the industry

leader in PTFE hose technology. Made with a combination of PTFE tube material and stainless steel braid construction, this unique material affords users all benefits of the standard PTFE hose while providing twice the flexibility. The optimum wire diameter and braid pattern allows tighter bend radius for streamlined routing, reducing the potential for stack up. Available in multiple sizes. For more information on the Power FlexTM hose, please call 1-800-888-1373 or visit www.powerdrives.com. In other news, Power Drives Inc. is undergoing a logo and brand transformation. The company plans to announce the launch of their new e-commerce website in the near future.

Reelcraft offers an extensive line of hose

□REELCRAFT

and cord reels that fills a

fifty-two (52) page catalog with hundreds of standard models.

"However, our story doesn't end there. Reelcraft offers a seemingly limitless number of Custom Reels not found in the catalog," explains VP of Sales and Marketing, Rex Larkin. "Reelcraft has a complete Engineered Products Department at our factory that specializes in assisting with special applications, modifying standard products to meet special requirements and completely custom hose and cable reels."

Reelcraft's engineered products group has the capabilities to custom build to the distributor or the distributor's customer's specifications. Custom products are developed for demanding applications such as marine, military, aviation, hydro seeding, sewer and well cleaning, offshore oil rigs, and much more. The company offers flexibility, competitive pricing and over 20 years in designing and manufacturing custom built hose and cable reels. To learn more about Reelcraft's custom reel capabilities, go to www.reelcraft.com and click on Custom Reels to learn more.

SPIR STAR Ltd. is proud to announce the



promotion of Ronnie Allen to Sales

Representative. Ronnie joined SPIR STAR in 2007, starting in Production and rapidly advancing to a Hose Assembly Technician. With Ronnie's extensive knowledge of their product line, he was promoted to Sales Representative earlier this year.

"As a Sales Representative, Ronnie's primary duty is to uphold the high level of customer service our customers have come to appreciate. Ronnie's commitment to this goal makes him a great fit for the SPIR STAR sales team," states Joe Derzapf, Vice President of SPIR STAR.

RYCO is pleased to announce the following appointments to their sales team: Jon Cook has promoted to the

position of Distribution Sales Manager. Jon has spent the last three years with RYCO as a Territory Manager out of Louisville, KY.

Todd Reddick has joined the RYCO team as Mining Manager. Todd brings years of mining experience to the RYCO team and will be working with RYCO customers to promote the full line of mining hose and fittings to the mining markets.

Dan Poldo has joined the RYCO team as Sales Engineer. Dan will be working with RYCO customers assisting with technical

For more information on RYCO Hydraulics, please call 1-866-821-RYCO (7926) or visit them on the World Wide Web at www.ryco.com.au.

BAND-IT – IDEX®, INC. is proud to BAND-IT announce its release of the latest version of the cordless UL4000-C ULTRA-LOK® band clamp installation tool. Powered with the next generation lithium-ion battery, the UL4000-C Increases productivity with its longer battery life and portability, installs 10 times faster than conventional banding tools, provides a tighter and more consistent band clamp, reduces the risk of injury caused by hand tools and training takes only minutes.

For additional information regarding the cordless UL4000-C ULTRA-LOK® band clamp installation tool, the UL 9010 AC powered tool or other BAND-IT® products and tools, please visit WWW.BAND-IT-IDEX.COM.

Veyance Technologies, Inc., Hydraulics is



pleased to announce the Extended Life XR16SC - SAE 100R16/EN

857 2SC, Made in USA. The New XNBR cover is 6 + times the abrasion resistance

(ISO 6945 Abrasion Test) of standard cover hose. The new XR16SC utilizes the same fittings & crimp specifications as the current GR16SC product.

BC Cold FlexTM is the new compound formulation from the Veyance Industrial Hose group to handle aggressive alternative fuels and the ONLY UL listed -65F cold temperature gasoline dispensing hose available to the market. BC Cold FlexTM is approved up to B20 and E15 and is available in bulk and premade factory assemblies.

Please visit www.goodyearep.com for full details on both the new Extended Life XR16SC and the BC Cold Flex Hose.

Coxreels® is expanding its vacuum reel



selection with the newly coxreeLs introduced, commercial duty, V-117-850 vacuum reel. Designed to extract

unwanted particles and by-products from the work place, this direct hand crank reel handles up to 50 feet of 1-1/2" standard vacuum hose with bullet cuffs, making this reel the ideal solution for any general maintenance and vacuum operations, including commercial vacuum systems; construction sites; plant floors, machine shops; wood shops, and more.

The V-117-850 features a solid one-piece steel U-shaped frame and open drum design and a direct connect port, no thread, for fast and convenient vacuum hose installation. This model is lightweight, compact and has CNC robotically spun and ribbed discs with rolled edges for greater safety, strength, and durability. This state of the art, chip resistant and rust inhibiting CPCTM powder coated reel mounts to any horizontal or vertical flat surface and maintains the durability and superiority found in every Coxreels® product.

Coxreels® has been manufacturing high quality professional grade hose, cord, and cable reels since 1923. Offering a full product line serving the industry in every channel and application, Coxreels® takes great pride in designing, building, and supporting the world's finest reels made right here in the U.S.A. For further information, contact Customer Service at 1-800)-269-7335 or visit www.coxreels.com.

CONNECTIONS continued

Eaton's Hydraulics Group continues to expand with the acquisition of Polimer Kauçuk Sanayi ve Pazarlama (Polimer), recognized globally primarily under the



SEL product name. Eaton now offers one of the most comprehensive hydraulic and industrial hose lines, and Autori Asses Bosses this acquisition significantly adds to Eaton's current

portfolio. This clearly places Eaton in an industry-leading position in terms of hose variety and capability. For more information about Eaton go to: www.eaton.com/Hydraulics. Eaton recently showcased the expanded offering at their annual EDM (Eaton Distribution Meeting) in Orlando, Florida.

Max Coupling & Hose Corp. is pleased to announce the re-opening of its



warehouse in the Rocky Mountains regions. The new facility is located at 19501 East 23rd Ave., Aurora, CO 80011. It is a full-line industrial and hydraulic hose warehouse with the capabilities of installing crimp couplings up to 4" I.D. and industrial swage couplings up to 10" I.D.

Clint Shade is the Operations Manager of the new location. James Quinones will continue in his position as Regional Sales Manager. Please contact them at 1-303-577-0289.

Kuriyama of America, Inc. is pleased to announce the addition of the Kuriyama of America, Inc. tollowing new products to their product line to provide more

"Kuriyama Value" to their valued distributors.

Kuriyama-CouplingsTM New Products: Now available are these new products which include hammer unions, sight glasses, funnel strainers, foot valves, aluminum plate strainers, aluminum vapor recovery coupler with probe, aluminum 90 degree elbows, 10" and 12" steel menders, 8" aluminum butt weld couplings and heavy duty couplings, KuriKrimp™ aluminum crimp sleeves and TigerClampTM stainless steel spiral double bolt clamps.

Kuriyama Hydraulics – Hydraulic Hose, Fittings & Accessories Catalog: This revised 200 page catalog, includes our new PiranhaflexTM Plus Series PFP354NC non-conductive hose with low friction orange cover. Hose is ideal for medium pressure lines on utility equipment. Also new, is the PiranhaflexTM Series PFAN388NC non- conductive hose with low friction orange cover which complies with ANSI.92 for vehicle mounted aerial devices; ideal for medium pressure hydraulic lines used on boom trucks and cherry pickers. For more information, call 1-847-755-0360 or visit their web site at: www.kuriyama.com

Spectronics Corporation has introduced a full line of Spectroline® fluorescent

SPECTRONICS CORPORATION

leak detection dyes specially formulated for oil-based industrial fluid systems. The dyes are available in a choice of seven distinct colors to help differentiate

between leaking fluid systems, especially those leaks where portions of the hoses are hidden from view.

OIL-GLOTM 22, OIL-GLOTM 30, OIL-GLOTM 33, OIL-GLOTM 40, OIL-GLOTM 44, OIL-GLOTM 45 and OIL-GLOTM 50 dyes glow yellow, white, green, bright blue, yellow/green, blue and red, respectively. For more information about OIL-GLOTM fluorescent dyes, call toll-free 1-800-274-8888. Outside the United States and Canada, call 1-516-333-4840. Website at www.spectroline.com.

Editor's Note

please review the following information, corrected from the 2012-2013 Membership Directory:

WORLD WIDE FITTINGS CORPORATION

Products Manufactured-

SAE, Pipe, 37 degree (JIC) fittings, compressions, fittings, steel swivel adapters, steel O-rings, face seal fittings, straight thread O-rings plugs, flanges code 61 & 62, cold form hydraulic nuts & sleeves

Specialty Items/Lines-

World Wide Fittings was started in 1950, with manufacturing and distribution on three continents: the America's, Europe and Asia.

And a late addition:

EXITFLEX

254 Raritan Center Parkway Edison, NJ 08837-3610

Phone: 732-512-9141 • Fax: 732-512-9145

www.exitflexusa.com

Mr. Joseph M Medvecky - President jmedvecky@exitflexusa.com

Company Description:

Exitflex manufactures a full line of hoses for surface treatment, hydraulic, water and sewer jetting, as well as spray tips, nozzles and accessories, including live swivels.

Hose Non-Metallic Hose Air & Water, High Pressure Thermoplastic, Hydraulic, Marine, Material Handling, Petroleum, Pressure Washer, and Steam.

Branches:

EXITFLEX

Varlabergsvagen 24B S- 43491 Kungsbacka,

SWEDEN

Phone: 46 0 300 3197 0 • Fax: 46 0 300 5647 80

Lars Hedren - info@exitflex.se

FXITFI FX

No. 42 Tuas View Square

637773

SINGAPORE

Phone: 65 6861 8771 • Fax: 65 6861 7293

Clarence Chong

EXITFLEX

Zone Inudstrielle des Avouillons A

CH 1196 Gland,

SWITZERI AND

Phone: 41 0 22 999 92 99 • Fax: 41 0 22 364 25 05

Erwin Casser - info@exitflex.com

EXITFLEX

Oliwska 118

PL-81-209

Chwaszczyno,

POLAND

Phone: 48 58 620 70 41 • Fax: 48 58 620 70 41 Grzegorz Morawski - bluro@exitflex.pl

EXITFLEX

Am Keuper 16

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GERMANY

Phone: 49 9128 72132-40 • Fax: 49 9128 72132-45

Roland Theml - info@exitflex.de

EXITFLEX

5 Airfield Road, Christchurch

Dorset,

UNITED KINGDOM BH23 3TG

Phone: 44 0 1202 478334 • Fax: 44 0 1202 488110

Marc Whibley - info@exitflex.com

Institute Handbook, Advisory Council Deliver Value for Companies, Employees & Customers Continued from page 1

Institute members are currently participating in pilot testing the five new exams. More than 3,000 certificates have been issued to individuals who have successfully passed the online Hose Assembly Guidelines exams since their initial introduction in 2005.

In addition to the exams serving as powerful employee training and recognition tools for distributors, they also enhance the business in other ways. The requirement that each company assign a training coordinator to facilitate the exams, for example, has led to unexpected changes. For some companies, adoption of the program marked the first time that training efforts were spearheaded by a single person, which sparked the formation of formalized training programs and the creation of internal quality manuals.

The exams' effects on employee morale also exceeded expectations. Company adoption of the program has spurred increased emphasis on employee development, and the recognition that employees receive when they earn their certificates has instilled a stronger sense of appreciation and loyalty.

Advisory Council Connects Institute Members & Customers

Another powerful benefit of adopting the Handbook, exams and guidelines is the impact that they have on customers and

end-users. With increasing customer focus on hose safety and reliability, especially hose assemblies going into particularly hazardous environments, the last thing customers want is a hose assembly to fail needlessly, resulting in downtime, spills, fines or personal injury. The ability to distinguish hose distributors who have a commitment to safety from those who don't is extremely valuable to customers. Hose Safety Institute members have committed to using the *HANDBOOK* guidelines and to meeting other eligibility criteria, giving end-users more peace of mind and confidence.

In keeping with its focus on engaging endusers, the Hose Safety Institute Advisory Council, comprised of end-user representatives of key hose markets, offers advice and input to the Institute, while also addressing their specific market needs and applications. Current Council members represent a variety of industries and markets, including Military, Mining, Transportation, Oil & Gas, Agriculture, Bio-processing, U.S. government agencies and Product Testing. The Council will meet at the NAHAD offices in Annapolis, MD in December to further its work in support of the Hose Safety Institute.

More information about the *Handbook* and the Hose Safety Institute Advisory Council, including member photos and bios, is available at *HoseSafetyInstitute.org*.

Meet the Hose Safety Institute Advisory Council

rawing from industry experts, major end-users and market leaders, the HSI Advisory Council works hand-in-hand with the NAHAD Standards Committee and staff to promote awareness and utilization of the Hose Assembly Guidelines, to recommend additions and modifications to the Guidelines and to address opportunities that will enhance HSI Members' success.

James Reilly, Regional Manager GHX Industrial, LLC Hahnville, LA

Titus Jumper, National Sales Manager Campbell Fittings, Inc. Boyertown, PA

Jo Marie Diamond, CEO

East County Economic Dev. Council /

Defense Logistics Agency

San Diego, CA

Roger Gautreau, Safety Supervisor Marathon Petroleum Company Garyville, LA

Jeff Rosser, Supt. Safety & Health Operations Barrick Goldstrike Mines, Inc. Elko, NV

Fred Whitford, Coordinator

Purdue University Pesticide Programs

West Lafayette, IN

W. Randy Daniels, HES Professional / DOT Coordinator

Marathon Petroleum Company

Findlay, OH

Jeff Andrasik, Product Testing Supervisor / Senior Test Engineer Smithers Rapra Akron, OH

James Dean Vogel, Principal The BioProcess Institute East Greenwich, RI

Steve Niswander, V.P. Safety & Regulatory Relations Groendyke Transport Enid, OK

More detailed company and biographical information is available at HoseSafetyInstitute.org. Council Member Applications are being accepted from eligible candidates – full details available at the same web address or call NAHAD at 1-800-624-2227.

NAHAD NEWS • CONNECTIONS FORM Spanning of the state of t

NAHAD member companies are invited to submit brief news items for inclusion in the "Member-to-Member" section of the NAHAD News. Please write your articles in complete sentences, and limit them to 60 words, including pertinent phone numbers, etc. Camera-ready logos may be submitted and will be included on a space-available basis.

News items should focus on new or additional personnel changes, appointments or promotions, facility expansion, new products lines or advertising/promotion plans. Articles submitted must be typed or neatly printed, and should be written in the

third person (use" they" instead of "we"). Exclude sales features claims and direct or indirect comparisons with competitors' products. Of course, all articles will be published on a space-available basis. NAHAD assumes no liability for incorrect or deleted information, but will publish corrections upon request.

Put NAHAN on your P/R List! Send press releases and your company logo by email to kthompson@nahad.org

12/3/13	81/ 7 /11	Decemper
10/4/13	£1/9/6	October
8\2\13	7/2/13	teuguA
£1/£/9	21/2/9	əunr
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2/4/13	81/ 7 /1	February
Mailing Date	NAHAD NEWS PRODUCTION SCHEDULE AMARA Due to MAHAN	Newsletter Issue

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