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DID YOU KNOW



WE DO LARGE PUMP REPAIR

We have the backing of ITT ProShops for Tier 3 (larger pump repairs) in our Greensboro office.



ANNIVERSARY CELEBRATIONS

25 YEARS STRONG: *Thom Newberg*



Thom Newberg's, Hudson Pump Sales Engineer in Lakeland, FL, career started with a single failed pump at an amusement park in Central Florida. In 1994, a year after graduating from the University of Florida as a mechanical engineer, he began working at a small special effects company that did work for Disney World and Universal Studios. He was working on a fog machine that had failed, and the broken part was a Goulds Pumps model 3996. He decided to go to the source, which was Hudson Pump & Equipment to get parts for the repair, that is when he met his new opportunity... and Jeff Allen. Jeff and Thom began discussing the pump repair and Jeff seeing the potential in this young 23-year-old, mechanically inclined engineer asked Thom if he would apply as an application engineer. At the time, Thom reflects, "I thought, pumps seemed boring. I'll be here just a few years." Well, little did Thom know at the time but his story at Hudson Pump was just beginning.

A couple of years after joining Hudson Pump, Thom became operations manager and then a year later, he joined the phosphate group. It seemed like a good fit since his dad was a plant manager at one of the largest phosphate plants in Florida- so he had practically grown up around the phosphate industry. Then in about 1999, he began working in outside sales for the Hudson Pump Phosphate group. Thom recounts how Robert Hudson's innovative problem solving changed the way the phosphate department operated and improved

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25 YEARS OF BUILDING RELATIONSHIPS: *Don Jackson*



"The first 25 years flew by!" is what Don has said about working for Tencarva for a quarter of a century. He was reminiscing about how he and his clients have changed - they now share reading glasses at lunch - but the relationships continue to stay strong. "I have customers who have also become my friends, some going back as far as 1997."

Don Jackson began his Tencarva career right out of NC State, where he double majored in industrial engineering and furniture manufacturing management.

He started as a sales engineer trainee in Columbia, SC but moved to Little Rock to help open that office, then Charlotte as a sales engineer before finally settling in Greenville, SC as regional manager. Along the way, he found great mentors. He noted the way the company is designed helps the sales teams work together efficiently, and there is a long list of people who made a difference in his career along the way.

Over the years, there have been a lot of changes in the industry. Don recalls using faxes, pagers and bag phones. Now, customers are texting him but he says, "The #1 thing that hasn't changed is personal contact." The success of sales still relies on personal contact and offering the best solution to a client's problem. Don doesn't rely on emails and phone calls to sell. Instead, he visits the customers and always makes himself accessible. Helping the customer on-site shows them he is part of their team.

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Thom Newberg continued from page 1

the way customers were taken care of. He explained that in 1995 the sales team found themselves competing against each other because there were two different customers that needed the same impeller, an Ash GH95 54" impeller. Brian Atwater and Fred Glenn were both competing to determine which of their clients would be the lucky owner. To stop the competition, Robert combined their territories into what is known today as the phosphate group. Together, Brian and Fred had to decide who needed what product the most- and split the commissions.

Today, the phosphate sales team still splits their commissions. This internal partnership amongst the sales team has created a collaborative environment where all sales members are encouraged to excel. Even as the phosphate mining industry has consolidated from about 12 companies down to two; Mosaic and PCS, Hudson Pump Phosphate group continues to thrive. No small part due to the phosphate industries reliance on corrosive chemicals such as phosphoric and sulfuric acid, which eventually destroy pumps. The life-span of the equipment is significantly less than companies that use their pumps for water. In the phosphate world if their pumps last 3-4 years - they are happy. Since Thom and his team only sell to phosphate customers, they know the process very well. Their phosphate clients look at them not only for their sales but also for industry expertise.

"I love my job - this is my ideal job," Thom states. Thom calls himself an introvert but having clients like his makes his job a dream. He is happy to help them at any time of night (and on vacations too).

If you know Thom well, you know of his love for fitness and health. He even met his wife Jennifer at the gym. One story that doesn't go away is told about the time when Thom brought a microwave and prepared meals to a company sales meeting so that he could maintain the strict diet he was on. Thom is still active in fitness and has for years maintained a web site www.engineeredathlete.com where he shares his fitness advice such as training tips, supplements, and other fitness resources with an online community. Thom also



Left to right: Caden, Thom, Bree, and Jennifer Newberg - The Newberg Family

is a large contributor to a Facebook group; Fit Dad - The Fit Father Forum where Thom shares his thoughts about staying fit and how to be a better father.

When Thom isn't helping a client in distress, he is cheering his children on to be their best at sports and life. Thom is heavily involved with his children and their sporting activities. He encourages and trains his daughter Bree, a 10-grader who was selected for the Florida Olympic development team, in soccer and weightlifting, and has recently begun early morning work outs with his son Caden, an 8th grader.

Finally, Thom's mantra for work and life is "Be Consistent." Whether it is meeting one of his kid's new friends or how he approaches his customers, he does it the same way - every time. Everyone knows what to expect from Thom and his strength in character and his knowledge of his industry are to be admired. Congratulations, Thom, and we look forward to another 25 more!

"Thom is unique in some very positive and extreme ways. Whether it is customer service, body building, or being a committed and supportive dad, Thom goes "100%". He's been a good friend over the years and I always enjoyed our discussions about business and philosophy." - Walter Hieber

Don Jackson continued from page 1

He gave an example to show how his customers count on him. At Millken, there was a young new guy with a lot of questions, and everyone told him to call Don. For them, it was that simple. Don would help him out. That level of trust and ease is something that he strives for with every customer.

With two sons and a wife of 20 years, Don enjoys spending time at home - fishing, rafting, kayaking - with 2 active boys there are "lots of sports."

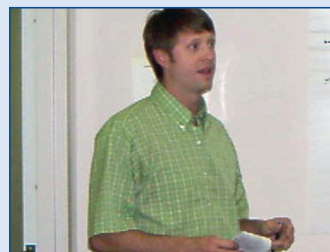
For the future, Don sees Tencarva continuing to grow, and he likes the pace of that growth. He doesn't see himself or the company slowing down anytime soon. Don states, "I love my job and this company."

Congratulations Don! We look forward to seeing you make and cultivate 25 more years of relationship-built friendships.



"Clay was like a big brother to me and I can't imagine having worked for TENCARVA without him..." - Don Jackson

L to r: Henry Ritchie, Clay Thomas, and Don Jackson, June 2000 Mid-Pines



Then...A young Don Jackson



Now...A wiser Don Jackson

GEARBOX REPAIR: No Job is Too Big or Too Small



Get your Customers in Gear with the Tencarva Gearbox Repair Program!

Gearbox repair is now available to all Tencarva customers.

As a trusted leader in the industry, we are now able to provide our clients with the complete service they desire. With Tencarva providing a basic repair over buying a replacement gearbox, some clients will be able to save 50%. We also perform engineered repairs; after a full failure analysis, we can recommend optional repairs and upgrades that will extend the life of the gearbox, saving them time and money in the long run.



Our team in Macon, GA works with all types of gearboxes, parallel or right-angle shaft, utilizing helical, bevel and worm gears or any combination thereof.

The Macon facility has been customized to handle complex gearbox repairs; including a dedicated forced air climate controlled clean room for assembly, specialized assembly/disassembly rotating tables, 200-ton press and a spin test table. They can handle gearboxes weighing over 10 tons.



HERE'S HOW IT WORKS

- **Gearboxes are shipped to the Macon facility.** They are checked in, documented with photos and scheduled for evaluation.
- **A Pre-Evaluation is performed.** This is a partial disassembly to evaluate whether the gearbox is a good candidate for repair or not. Only 2-3 hours of time is required for this. Once this is complete, a basic report will be provided to the sales engineer outlining our findings as to whether it is a good candidate for repair or replacement is recommended. Sales engineers will use this information to determine how they want us to proceed.
- **Once given the approval to go ahead, a full DCI (disassemble, clean & inspect) will be performed.** This will consist of all components, gears, bearings and shafts being removed, photographed and inspected. All critical dimensions are measured, recorded and compared to either OEM or bearing manufacturer specifications.
- **A full report with recommendations is then provided to the sales engineer for them to review with their customer and discuss how to proceed.** Once the customer decides to move forward, an estimate of the repairs including lead time will be provided.

There are a myriad of gearbox configurations and all are much more complex than a typical repair. Since each gearbox is so different, lead times, costs, recommendations, etc. will vary greatly with each opportunity.

SAVANNAH OFFICE MOVE

It's official, the Savannah office in Georgia is open for business located at 5507 Export Blvd. Garden City, GA 31408.

Brian Pfile, Branch manager says, "it's a really nice facility though it's kind of bare at the moment." The facility is 1600 square ft, which encompass 5 (five) offices and an additional conference area. One room is setup as the literature and shipping supply room and the additional working space is setup for visitors such as VP's, regional managers or vendors that may visit. Currently Brian Pfile and Brett Smoak are working out of the office with the support of Pat Duffy, Windy Sexton, Lisa Costello and Tracy Enright as engineering and sales support handled in Macon and Cumming Georgia remotely.





FUSION IN THE FIELD

As you may already know, we have been gaining a lot of traction with the Fusion Mixer product line since we officially began carrying them industrially and municipally in the Tencarva, Hudson Pump, Saladin Pump and Southern Sales divisions in 2019.

Thanks to Brett Smoak and Austin Baxter, we have two examples of great opportunities that came our way because of the new product line.

Speaking with Brett Smoak about his experience with Fusion Mixers, Brett explains it this way...

"As you know, we were previously the Lightnin Mixer folks and people still come to us and ask about mixers and now the first thing I try to do is convert them over to a Fusion Mixer. Most of the time customers are willing to consider a Fusion mixer.

One advantage to working with Fusion is even if you don't have all the required information they will go ahead and provide you a quote, which will open the door to get more information from the customer. John Demski has been super to work with. The biggest client I've had yet was a customer in Augusta, Georgia for a pilot plant that had been restarted and they needed to produce a product quickly."

Brett explains that so far he has sold about 15 Fusion mixers and has sold repeats as well. He generally works directly with Fusion and often sends Windy Sexton, a Mixing & Power Transmission Specialist in Macon, the details and she works with John Demski at Fusion.

Brett also happens to be the first Tencarva sales engineer to sell a Fusion Mixer. The way he tells it, "We had a customer who wanted to buy a Lightnin Mixer and they kept flip-flopping about quoting it and Robert Hudson and Steve Newsome had been discussing Fusion mixers. Steve mentioned that Fusion had been after us for a while and suggested that we give them a chance. I got in contact with Tom Swiatek and he put me in contact with John Demski. It was for a small salt tank at a chemical plant, and we had the mixer shipped out in a couple days. He bought that one and it worked, and he just bought another one as well and is looking to put another one in stock."

Austin explains his experiences this way, "Back near the end of 2018, a large papermill in Pickens, MS, was having issues with a side entry mixer used to agitate a stock chest running 6% paper



stock. Not only did Fusion give us a better price by almost half of what Lightnin and Philadelphia gave us, but they beat the lead time by half, down to 6 weeks. On top of a great product, great price, and great delivery, that was one more way that Fusion came through for us.

The customer is now looking at replacing many more existing mixers with Fusion Mixers. That is just one example of how great their customer service is along with how friendly and cooperative they are when helping us out. Since then, I have reached out to them for multiple other quotes and I have sold three other portable mixers for customers."

Q&A WITH THE 'ULTIMATE' NEW HIRE



Hayden Chappel, a graduate from the University of Florida with a mechanical engineering degree, just started working at Hudson Pump on June 3rd. He may be a novice on the job, but he is an Ultimate Frisbee pro. Here is a Q&A with Hayden about the sport.

What is Ultimate Frisbee?

It is a fast-paced sport that combines the skill and rules of other sports like football and basketball. A disc is thrown between teammates, and points are scored by reaching the opponent's end zone. The games last about 45 minutes.

How did you get interested in Ultimate Frisbee?

I was in between cross country and track season in high school and it was traditional for everybody to play frisbee to stay in shape. The first time I started playing, I thought that it was way better than running. I formed a club at the high school with some buddies (and to this day the club is still going on.) After high school, I went to the University of Florida, a two-time national champion in 2006 and 2010. I wanted to go there because they were the only university in the state who had won a championship. While there I played for Cyle Van Auken, who had won four national titles.

Are you still competing after college?

Now I am playing for a team down here in the Tampa area called the "UpRoar." Recently, I was in Columbus, Ohio for a select flight invite. I played there against some of the top teams in the nation.



In August, I traveled to Colombia, South America to play in the Ultimate De Oro, which means the "ultimate of gold."

Good luck, Hayden, on the field and in the office!

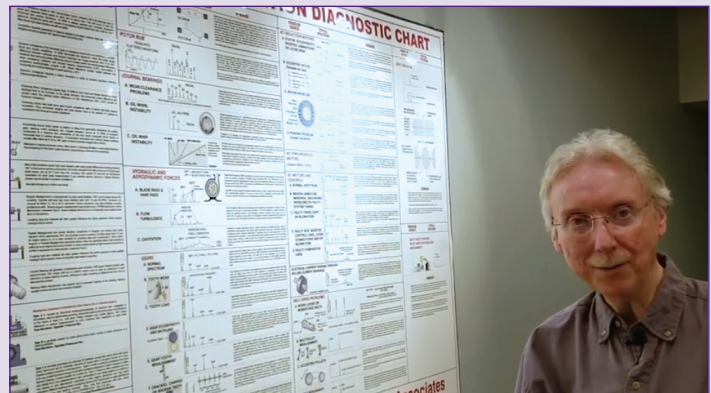
HE'S A WINNER!

Recently Shane Warren, our vibration specialist from the Brookhaven, MS, branch was the raffle winner of a Technical Associates of Charlotte vibration diagnostics chart announced on their Facebook video channel. Shane said, "Jim Berry is one of the founding fathers of Vibration Analysis. He developed a lot of the technology that every vibration analyst uses today to analyze and diagnose machinery health problems. He and his employees at Technical Associates of Charlotte have trained tens of thousands of Vibration Analysts worldwide. It's an honor to be selected as

a winner and to have him recognize me. These charts normally sell for \$119.00 on their website." It's quite a special thing to win this vibrational analysis chart as it shows examples of every type of vibration signature for known gearbox and pump problems. Congratulations to Shane and a special thanks to Jim Berry and Technical Associates of Charlotte. Vibrational Analysis is one of the special value added features offered by the Brookhaven, MS branch. Contact Collins Allen, Shane Warren or Danny Sisco if you need vibrational analysis assistance.



Technical Associates of Charlotte vibration diagnostics chart raffle winner, Shane Warren



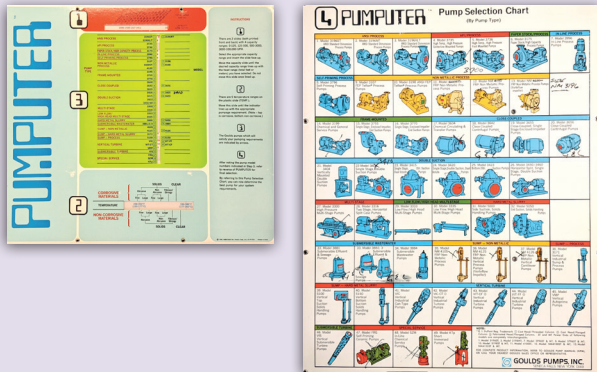
Jim Berry, a founding father of Vibration Analysis, with the vibration diagnostics chart.

E-PRISM - THEN & NOW

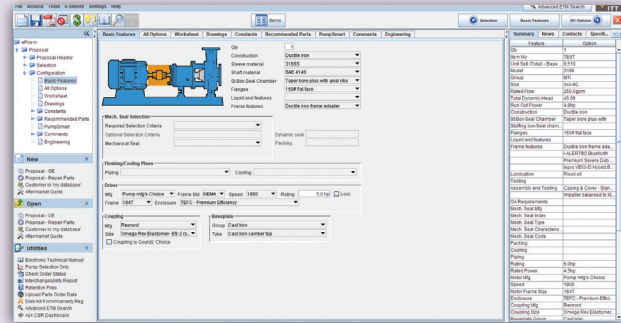
E-Prism was created in 1980 by Goulds Pumps with a selector on one side and a detail description on the opposite. Originally given to Joe Wilson, who started the Chattanooga Branch, Wilson then provided Rick Walker some training and handed this tool down to him in the early 90s. It is interesting to look back and get a reality check on how our vendors continue developing and improving the selling/marketing tools for their distributors.



THEN



NOW



Source: Monty Lacewell, Applications Engineer, Chattanooga, TN

WELCOME OUR NEW HIRES

MAY 2019

Jake Houston

Sales Engineer Trainee, Municipal West

JUNE 2019

Hayden Chappel

Application Engineer, Lakeland

Carl Druebbisch

Sales Engineer Trainee, Greensboro

JULY 2019

Eric Belcher

Mechanic I, Greensboro Assembly

EMPLOYEE ANNIVERSARIES

30 YEARS:

Tim Elliott, Inventory Manager, Lakeland
Brett Smoak, Sales Engineer, Savannah

20 YEARS:

Nancy Lang, General Accountant, Beaumont
Derek Michalski, Regional Manager, Memphis

15 YEARS:

Levoy Glass, Welder/Pipe Fitter, Greensboro Fabrication

5 YEARS:

Michael T. Bell, Director of Operations, Greensboro
Lisa Costello, Sr. Sales Support Specialist, Macon
Nancy Wilson, Sales Support Specialist, Chesapeake
Jon Sala, Mechanic II, Lakeland
Valarie McCall, Sales Support Specialist, Greenville, SC

1 YEAR:

David M Daniel, Sales Engineer Trainee, Wilmington
Alex Spencer, Application Engineer, Beaumont
Travis Flinchum, Uniguard Technician, Greensboro Uniguard
Mark Alexander, Product/Market Spec. Crane Pumps, Lakeland Municipal
Stephen Puskaric, Project Manager, Nashville
Linda Snow, Corporate Controller, Greensboro
Melanie Burton, Sales Support Specialist, Richmond
Dennis Lemen, Service & Repair Supervisor, Memphis
Sondrea Pierce, Shipping/Receiving Clerk, Greensboro

PROMOTIONS

Jeff Johns

Branch Manager, Cumming



GRADUATE NEWS



Dawson Clontz

Tencarva Parent: Kevin Clontz , *Sales Engineer, Springdale, AR*

Dawson graduated from Bentonville West High School, Centerton, AR on May 18, 2019. He graduated with honors from high school and played bass guitar for his church band. Dawson had to move halfway across the country in the middle of his high school career when his dad transferred from the Chesapeake, VA branch to the Springdale, AR branch. The move was right as he was going into his Junior year. It was tough leaving his friends, but Dawson never complained. He enjoys hiking and the outdoors in and around the Ozark Mountains as well as computers. Dawson plans to attend the University of Arkansas College of Engineering in the fall.

OUTSTANDING KIDS – NEWS TO CELEBRATE



REED ELY, son of Greg Ely, Engineer Manager in Macon, GA, is a nursing student at Georgia Southern University, graduating this fall. He recently received the Abbie DeLoach Foundation (Nurses for Nations) award. Nurses for Nations coordinates trips abroad each year to “promote healing and invite anyone who has a heart to serve and make a difference in the world.”

Pictured: Reed Ely with Anna & Jimmy DeLoach with the Abbie DeLoach Foundation

BABY NEWS

Adeline Fasulo
 Born: July 8, 2019, 5.6lbs
 18.25in long

Tencarva Grandparent:
 Kevin Adkins, *Sales Engineer*
 Saladin Pump and Equipment,
 Beaumont, TX

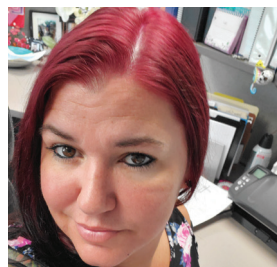


Over-the-moon grandparents Kevin and Carolyn Adkins welcomed Adeline Fasulo to the World. Derek and Laura Fasulo of Houston, TX are the proud parents. Welcome Adeline!

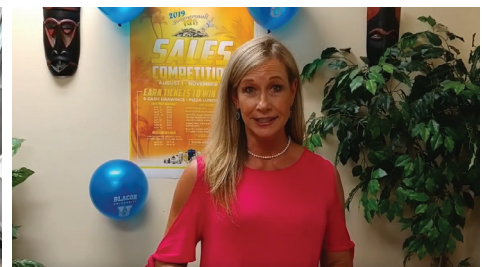


SUMMERSAULT INTO FALL WINNERS

August 9th was the day of the first drawing for the winners of the Blacoh “Summersault into Fall” sales competition. The Lucky winners, Johnathan Herlong, industrial sales engineer, and Nancy Wilson, sales support staff, of Chesapeake, VA, get to split the \$200 prize provided by Blacoh for participating in the raffle. The winners were picked at random and announced by video on YouTube by Vicki Oliver, corporate receptionist. When asked about the sales competition winner, Nancy Wilson said, “ I know people are motivated by money, especially when there is a competition and it’s fun. It builds camaraderie. A lot of people have called to congratulate me.”



Winner Nancy Wilson



Vicki Oliver announced winners on YouTube



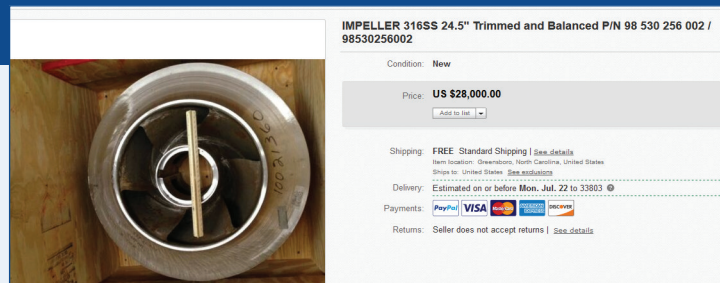
1115 Pleasant Ridge Rd, Greensboro, NC 27409

DID YOU KNOW? WE ARE ON EBAY.

Tencarva Machinery Company has an eBay account that has been online since 2012. We use eBay to list surplus inventory such as "warehouse 01" and surplus ESSCO inventory with the occasional surplus office item such as ink cartridges, etc. It has been a useful option to advertise items online for sale which otherwise might remain as dead inventory unless a customer just happened to come and ask for them. Our biggest user of eBay has been ESSCO, who has over 300 items listed on the site including motors, controllers, relays, and many other products.

Recently, we had a very nice "dead inventory" order worth upward of \$25K originate through the eBay store. Although the sale didn't complete through the eBay site, the customer became aware that the items existed by finding our company listing on eBay. They contacted us asking for a bundled lot of related parts and we processed the order through typical methods. This is a good example of the indirect value that web-based advertising like eBay can bring. These high dollar items had been collecting dust in one of our branches for several years with low probability for sale, but due to the online listing we were able to find them a good home.

Michael Bell, Director of Operations reminds us, "As with many situations at Tencarva, older inventory is where you try to strike



To date, the Tencarva eBay store has processed over 192 transactions and was involved in over \$64K in sales.

the correct balance of what you scrap to what you keep on hand for that need sometime in the future that may never happen. In this case, items that had been here for many years wound up being searched for and found on eBay. Thanks to Ken Love's knowledge that these parts would be needed by someone at some point, Tencarva was able to capitalize on this sale."

To learn more about the Tencarva's eBay site contact Walter Hieber, whieber@tencarva.com