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News and happenings about our teams and their families

DID YOU KNOW



The Fabrication Department in Greensboro now has a branded background banner for photography. The banner is 8 ft tall by 16 ft wide.



Contact Todd Purgason or Walter Hieber to arrange fabrication photography.

ARO[®] IS HERE!

As Tencarva is moving into the future, so are our offerings. ARO is now available. Launched on December 11, 2019, Tencarva with ARO is able to meet the needs of our customers even better.

"We had a great relationship with Wilden, it was a great product too, but ARO made it so easy that we couldn't say no. Moving forward, ARO is the way to go," said Steve Newsome. Steve and Ed Pearce worked together on the switch to ARO.

The benefits of working with ARO include:

GEOGRAPHICALLY CLOSE

The corporate office is in the Charlotte/Davidson area with manufacturing in Southern Pines, NC.

INVENTORY IS IN CHARLOTTE

Turnaround is fast - usually next day for orders.

SUBSTANTIAL INVENTORY ON HAND

They offer almost everything in inventory so you can easily get what you need quickly.

WONDERFUL TECHNICAL AND CUSTOMER SUPPORT

Many people on the technical and customer support teams have been with the company for 10+ years, some had been there 30+ years before ARO was acquired by Ingersoll Rand.

DIVERSE PRODUCT LINE

ARO offers a complete package of controls, monitoring, and auxiliary devices to run the pumps. It also offers piston pumps. It really is a one-stop shop.

EXCLUSIVELY ARO

ARO will be available across our entire territory, and we will have exclusive sales rights for ARO in our territories.

Since the December kickoff, ARO has been well received by customers. There have been some minor hiccups, which were expected and overcome. Customers are genuinely interested in our product offerings because they know that we favor products that cut downtime, which can be more costly than equipment costs. As Steve put it, "Our sales engineers are the best in the business at keeping their customers running, and they know we have their best interest in mind."



Large ARO inventory that arrived in Greensboro



TIM ELLIOTT RETIRES: *Leaving Behind a Lasting Impression*

You could say Tim Elliott made his mark the very first week he was at Hudson Pump in 1989. He recalls he was riding a forklift and he forgot to lower it and dented the top of the roll-up door in the frame. That dent is still there 30 years later.

Tim continued to make a big impression at Tencarva until his retirement on December 31, 2019. After living in Connecticut and working for Owen Villaoya, the first plastic 2-liter bottle manufacturer, the company was sold and the plant closed. Tim and his wife decided to move "somewhere warmer" and chose Lakeland, FL.

At Hudson Pump, he started in shipping, moved to purchasing and then became an inventory manager. He said that there used to be just four racks of parts and some pumps, but now the inventory is in the millions of dollars.

Tim's more personal mark that he leaves on the company is that his son, Corey, also works at Hudson Pump. Corey works at the other end of the office, but they were able to do daily check-ins with each other. Tim jokes and says that he hopes his son will miss him once he is retired.

That is what Tim will miss the most too - the people. "Everyone communicated well with each other and got along well together," Tim said.

Now that Tim is retired, he hopes to read more. At work he would read on his lunch break, but now he will have more time for the wide variety of genres he likes from history to sci-fi. He also looks forward to visiting flea markets with his wife of 45 years, Phyllis, and spending more time with his two grandkids.

Tim, your mark on Hudson will forever remain. Enjoy retirement and happy reading.



Tim's order entry days sometime in the early 90s, would have been on Hudson's first computer system.



'Door Damage' is from my first week at Hudson, still there after 30 years (left my mark on Hudson Pump!)



Three generations of Elliotts; Tim, Corey and grandson Ryley



IMPLEMENTATION PROJECT

Horizon Repair Process, our new standard operating procedure for repair and service, has been implemented in 12 of our 13 locations. Greensboro will be our final location in the coming months.

This process ensures we provide consistent repair across all locations, as well as track the history of repairs.

During the implementation, an assessment of the service and repair at that location is done and then the process is taught so every service and repair team follows the same guidelines. The implementation group includes Dwayne Hughes, Greg Ely, Brandon Mitchell, Dave Dressner, Jeff Lamy, Todd Corum and Shawn Summers.

Dwayne Hughes explaining the process at Brookhaven.



These product lines are new for the year 2020 for many locations of Tencarva.

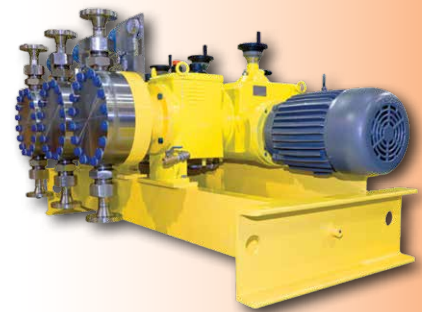
ARO®

As of December 2019, Tencarva Machinery Company is proudly the exclusive distributor of the ARO air-operated diaphragm pump products and piston pump products in all of our industrial territory, with the exception of Saladin Pumps & Equipment in LA and TX. ARO manufactures metal and plastic diaphragm pumps which are used in almost all industries. The ARO air-operated pump is not entirely new to Tencarva as it has been a staple of the Tencarva Georgia region for several years and recently has been a great product in the Florida region as well. We are expecting great things with this new product line. See page 1 for more information about ARO.



MILTON ROY

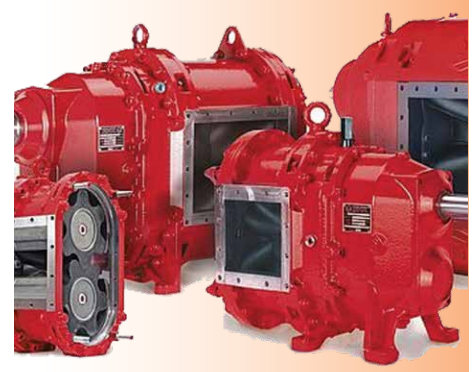
New to Tencarva in several regions for 2020 is the Milton Roy metering pump line. Milton Roy is a high-performance metering pump product line which has a great presence in many markets including the power industry, chemical industry, municipal water and wastewater industry and has been recognized for years as a leader in reliability and capabilities. This is a product line that is not entirely new to Tencarva because the Hudson Pump & Equipment group has had great success with Milton Roy for many years, but it is a new product from Tencarva for the states of Mississippi, North Carolina, South Carolina, and West Tennessee. This is an exciting product line because there is a great installed base of these pumps in our regions.



VOGELSANG

ENGINEERED TO WORK

Another exciting addition to the Tencarva line up in 2020 for FL, GA, NC, SC, TN and VA Industrially is the Vogelsang Product line. Vogelsang manufactures a broad array of industrial pumps and macerators that are used in the gas and oil industry, the chemical industry, the pulp and paper industry, the recycling industry as well as the food sector. Some of the unique products offered by Vogelsang include the rotary elastomer-coated lobe pumps, which are used in various industries due to their ability to handle aggressive chemicals, foreign matter, and highly abrasive materials. We look forward to a lot of new opportunities with this new introduction.



MACON HAT DAY

On November 26, the Macon team had fun by all wearing hats.

From left to right: Carl Garofalo, Stacey Archer, Richard Gainey, John Rhyne, Fred Elder, Windy Sexton, Lisa Costello, Scott Regula, Derek Garner, Matt Morris, Greg Ely



THE BLACK SUIT INITIATIVE ►

Our Greensboro, NC office raised \$3,100 for "The Black Suit Initiative," a leadership and community engagement program allowing young men in middle and high school the opportunity to improve academic performance, explore their career interests and participate in positive team-building exercises. The successful completion of program modules allows these young men the opportunity to earn their own full black suit at the completion of the first year.



Items collected for The Black Suit Initiative

"Words cannot express how grateful we are for your kind-heartedness. Because we encountered unexpected growth this year, every donation has been crucial in allowing us the opportunity to continue providing FREE quality leadership programs to these outstanding young men!"

Evainna Ross, Executive Director at The Black Suit Initiative

Christmas Mother Program

Two little girls and their family had a very Merry Christmas with donations from our Midlothian, VA office. Our great team members gave gifts ranging from clothing and books to toys.

To learn more about the organization, visit their website blacksuit.org.

Charlie King's (Semi) Retirement

Charlie King is ready to retire, but he's not ready to leave Tencarva just yet. Therefore, his official retirement date is December 31, 2019, but he will continue to work part-time at the Cumming, GA branch.

So if you need him, he will still be there working on a specific account and anything they need him to do at the office. Charlie says it's just a pleasure to work with the people - why would he leave it entirely right now?

Since 1975, Charlie has worked on pumps, so maybe it's in his blood. Charlie's bond with Tencarva is almost as long. He knew Robert Hudson from Hudson Pump in college at Georgia Tech, where he majored in Industrial Management. He worked with George Hudson in his early years and has been at Tencarva for 25 years.

As branch manager for over ten years, he not only managed all aspects of the branch, but also worked with sales on the municipal side where he was in charge of the Georgia municipal division.

Charlie said he likes the challenges that working with the municipal side brings. It sometimes takes 2-4 years from start to finish to get the job won, so it takes a different kind of selling technique. You don't have one customer - you have three - the contractor, consulting engineer and the end-user, the municipality. You have to satisfy all three people.

Charlie also really enjoys working with the people. "Todd Ritchie and Bill Allen are a pleasure to work with," Charlie states. He says people are straightforward; everyone is on track to get



to the end and just a real pleasure to work with, so complete retirement was too hard, but a semi-retirement is perfect.

He now will have some more time on his hands, and when asked what he will do, he says he will golf and saltwater fish. Also, he looks forward to an upcoming cruise to Europe with his wife, Judy.

He also is looking forward to helping Judy care for his three granddaughters who are 7, 4 and 8 months. (His son and daughter live in the Atlanta metro area.) Judy retired from the medical field and is now their granddaughters' caregiver during the day, so she will be enlisting Charlie to assist. He says helping Judy may be even harder than working full-time, but it will be even more rewarding.

Congratulations, Charlie, on your retirement. We are happy we will get to see you part-time at the Cumming office, and maybe we will catch you on the golf course or at the playground too.



First Service Department Managers' Meeting

On November 11, 2019, the first Service Department Managers' meeting was held in Greensboro, NC, for a two-day planning session.

The group of service and repair managers was assembled to allow the team to meet face-to-face, in some cases for the first time, to help build a strong environment of cooperation amongst the service department managers and team. On Tuesday, presentations were given by the following: the Accounting department, the IT department, the Operations department, and the Marketing department, with David Dressner covering safety. On Wednesday, David Dressner and Dwayne Hughes discussed standard operating procedures, Routers, and Vertical Inspections, which was followed by open discussions. The training was very successful in building a sense of mutual support, and the long-term results will be better communication, improved understanding of the process and enhanced teamwork.



The first Service Department Managers' meeting was attended by Dave Dressner, Greg Ely, Todd Corum, Shawn Summers, Randy Wehr, Richard West, Kevin Wilmoth, Matt Morris, Lucas Renaud, Justin Randolph, Dennis Lemen, Paul Gustafson, Danny Sisco, Jeff Lamy, Brandon Mitchell and Dwayne Hughes

VICKIE COOTS: Part of Our Family for 25 Years

Twenty-five years ago, Vickie found her second family at Tencarva. She had been working at the Heil Co., which makes garbage trucks, when she was downsized. As a single mother of two little boys, she anxiously searched for a new job and found one at Tencarva's Chattanooga branch. She interviewed with Joe Wilson and was hired (to her relief) before her unemployment kicked in. Vickie started as a secretary but realizing she does more than that, her position has morphed into Sales Support Specialist.

Vickie remembers when she started, there was no computer system. Everything was done manually, and invoices were carbon copies. As the times changed, so did Tencarva. In about May of 1995, there was training on the first computer software. There have been upgrades to new systems throughout the years, and now she said a new system is being rolled out across the company.

Vickie gives lots of credit for the success of Tencarva to its leadership. "They care about the employees, and the decisions they make have saved jobs," Vickie stated. She thought that was especially true during the Great Recession in 2008 when she said she saw how careful they were with spending and how that prevented layoffs.

What Vickie likes most about Tencarva is the family she has with her team, Lynda Martin and Rick Walker. Rick has been there since she started, and she enjoys how well they work together. Vickie considers them her brother and sister. She said it's like "we can read each other's minds" - that is how in sync they are.

Vickie also enjoys the close relationship she shares with her sons. They are her closest friends, and being with them and her four grandchildren is one of her favorite pastimes. Another is traveling the country with her husband and visiting landmarks like the Grand Canyon and Niagara Falls.

However, she says her real passion is the women's ministry at her church, where she has helped bring families and people together.



Her real family: Vickie her sons Adam and Brannan



Her work family: Vickie with Rick Walker and Lynda Martin

Congratulations, Vickie, on 25 years! We are so happy that you are part of our family.



TEAM NEWS

WELCOME OUR NEW HIRES

OCTOBER 2019

Brett Council, SSS, Wilmington

Tyler Gresham, Mechanic I, Charleston

NOVEMBER 2019

Jennifer Craig, Payables Clerk, Greensboro

Fred Elder, Shipping/Receiving Clerk, Macon

Doan Nguyen, SSS, Municipal East

Harvey Siddon, Service & Repair Supervisor, Memphis

Ethan Tate, Shipping/Receiving Clerk, Memphis

JANUARY 2020

Will Bruce, SSS, Richmond

PROMOTIONS

Spencer McAden, Application Engineer, ESSCO

Karen Alexander, SSS Supervisor, Lakeland

Angell Cox, Credit & Collections Supervisor, Greensboro

Terri Denmark, Inventory Buyer, Lakeland

Walter Hieber, Marketing Manager & Recruiting Coordinator

Dennis Lemen, Service & Repair Manager, Beaumont

Henry Ritchie, Executive Vice President

Gloria Rowe, SSS Supervisor, Greenville, NC

David Williams, Service & Repair Supervisor, Nashville

Michael Wyrick, Service & Repair Supervisor, Greensboro

RETIREMENTS

Buddy Boyles, Sales Engineer, Greensboro, 39 years of service

Phil Hall, Human Resources, Greensboro, 21 years of service

Jerry Reinstatler, Sales Engineer, South Florida, 35 years of service

Tim Elliott, Inventory Manager, South Florida, 30 years of service

Charlie King, Municipal Sales Engineer, Cumming, 25 years of service

EMPLOYEE ANNIVERSARIES

35 YEARS:

Bob Hawkins, IT Telecom Manager/ERP Liaison, Greensboro

30 YEARS:

Steve Geraldson, Sales Engineer, Memphis

25 YEARS:

Brian Atwater, Branch Manager, Lakeland

Brian Delaney, Regional Manager, Richmond

20 YEARS:

Cheryl Herr, Administrative Secretary, Greensboro

Dale Chabris, SSS, Richmond

15 YEARS:

Mike Brandt, Application Engineer, Atlanta

Scott Chisholm, Sales Engineer, Lakeland

Justin Ellis, Mechanic I, Chesapeake

Sandra Hamblen, Senior SSS, Knoxville

Chris Knight, Branch Manager, Greenville, NC

Monty Lacewell, Application Engineer, Chattanooga

Karen Martin, SSS, Lakeland

Jason Rowland, Branch Manager, Jackson

10 YEARS:

Brian Klinepeter, Sales Engineer, Columbia

5 YEARS:

Chuck Davidson, Repair Coordinator, Greenville, SC

Pat Duffy, Application Engineer, Savannah

Derek Garner, Service & Repair Supervisor, Macon

John Marbury, Repair Engineer, Brookhaven

1 YEAR:

Cody Clifton, SSS, Lakeland

Kevin Corpening, Uniguard Technician, Greensboro

Benson Covington, IT Desktop Support Analyst, Greensboro

Tim Ewers, Service Technician, Nashville

Ricky Gayheart, Service Sales Engineer, Richmond

Tyler Kosco, Sales Engineer Trainee, Richmond

Jose Ramos Correa, Uniguard Technician, Greensboro

Joe Sheidy, Machinist, Lakeland

Justin Stewart, Mechanic I, BMW

Kerry Vanpool, Shipping/Receiving Clerk, Lakeland



WEDDING NEWS

Spencer McAden Married Madeline Rumbley on November 23rd

Spencer McAden, Application Engineer at ESSCO, married Madeline Rumbley on November 23, 2019, at the Factory in High Point, NC.

Following the wedding, the couple honeymooned for a week in Mexico.

Spencer and Madeline have known each other since childhood. Spencer joined ESSCO as an engineering intern on April 4, 2016. His father, Robert McAden, is Engineering Manager at ESSCO.

Spencer's parents, Misty and Robert McAden, attended from Randleman, NC - his original hometown. Madeline, originally from Asheboro, NC, had her parents attend as well: mother Tine Rumbley of Greensboro, NC, and father Craig Rumbley of Ladyville, Belize.



Megan McKamey (Collier) Married Michael Collier on October 19th

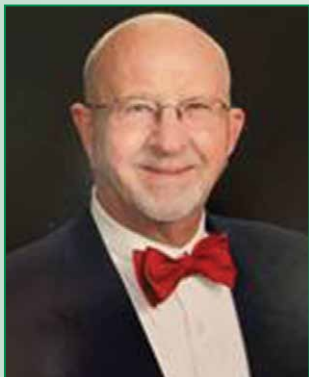
Megan McKamey (Collier), Sales Support Specialist in the Knoxville, TN office, married Michael Collier, who is in sales at Autonation Honda in West Knoxville, on October 19th at Waverly Road Presbyterian Church in Kingsport, TN.

The bride's parents are Jeff and Paula McKamey of Kingsport, TN, and the groom's parents are Deborah Collier and Shannon Collier (deceased) of Kingsport, TN.

Following the wedding, the couple went to Cocoa Beach, FL, for a week.

Megan and Michael went to high school together at Sullivan Central High School in Blountville, TN. They met in gym class her freshman year when Michael (a junior at the time) threw a dodgeball that hit her in the face while she was sitting in the bleachers. They became friends and ended up participating in track and field together. Michael graduated and went off to the Marines. Megan went to college and then pursued her musical career for a while before joining Tencarva. While performing at the Hatfield & McCoy Dinner show in Pigeon Forge, TN, years later, they reconnected, and the rest is history!

IN MEMORY



Willie Lilly

Willie Lilly, Application Engineer in Richmond, VA, passed away suddenly on Sunday, December 1, 2019. Willie had just completed 34 years of service and was planning on retiring at the end of the year. He is survived by his wife of 51 years, Andrea D. Lilly; sons, Benjamin Lilly (Donna) and Matthew Lilly; grandchildren, Jonathan, Katelyn, Andrew; and great-granddaughter, Ashlynn Lilly.

His obituary in *Richmond Times-Dispatch* said it best about the man that Willie was. "All who knew Willie, even for the first time, had to know he was a special, unique, curious and giving soul while on this earth. Always one with a multitude of questions, eager to learn about others and what they were doing. Always one to put others ahead of himself. Never an ill word. Forever loved by all he touched."



1115 Pleasant Ridge Rd, Greensboro, NC 27409

GOODBYE PARTY for Robert Hudson

Robert Hudson, VP of the Florida and Georgia Industrial Sales Regions, celebrated his successful career and retirement on Tuesday, December 10th, 2019, at the Lakeland Country Club. Robert was surrounded by friends and family in a festive Georgia Bull Dawgs Red, Black, White and Gray themed retirement party complete with a University of Georgia themed cake and balloons. In attendance were 121 participants including Tencarva President Ed Pearce, retired President Rod Lee, Retired VPs Harold Muse, Harrel Crawford, Wayne Tatum, Don Wirth, Harry Taylor, and current VPs Steve Newsome, Rob Bowen, Jeremy Reese, Bill Allen, Henry Ritchie.



Brian Atwater, Chris Lemm, Robert Hudson and Terri Lemm

It was a bittersweet event for many who were proud to be friends with Robert, knowing that he would not be part of the day-to-day interactions. Robert was quick to say he wouldn't be far away since he will remain on the Tencarva Board of Directors. We have not seen the last of him!



*Jeff Neschocat and Kelly Beaver
of ITT Goulds Pumps*



*Ron Bowen, VP Industrial Sales,
with "Santa Hudson"*