





INSIDE THIS ISSUE


 **Making Headlines:** 2
Project Horizon Update.

 **Uniguard Spotlight:** 2
Check out Precision Electric Motorworks training on Uniguard.

 **Inside Tencarva:** 4
Sales Training Day was a success. We walk you through the day and everything we learned.

 **Team News:** 8
News and happenings about our teams and their families.

DID YOU KNOW

 **Last Marley is Gone:**
See Page 2 for how we are changing the landscape for cooling systems.



HUDSON PUMP TURNS 40



Hudson Pump & Equipment, Tencarva's Florida-based Sales Division, is celebrating its 40th Anniversary.

Hudson Pump & Equipment Associate's Inc. was founded by George (father) and Robert (son) Hudson in 1979 as a Goulds Pump Distributor. George worked for Goulds Pumps as early as February of 1957 in many capacities with his last position as director of marketing. He left to work at Worthington Pumps briefly as Southeast territory manager, but Goulds Pumps offered him the chance to open a Goulds Pumps distributor business in Florida, a fantastic opportunity. Hudson Pump & Equipment Associate's, Inc. became the second Goulds Pump Distributor in the world, following a California distributor. George tells the story in his own words, "When I got up to Seneca Falls to talk to these people, the treasurer of the company sat me down in his office and said, 'George you are part of the family, and we want you to succeed.' They really helped us get into the business by giving us consigned inventory with no interest charge for the first year. They gave us all kinds of financial help, including 60-day terms."



Robert Hudson and Steve Grimness posing with a Roper AODD pump



George Hudson sitting on a large Submersible TOYO pump

It was very different then. We started up in 1979 and had a store front down here that was 2000 sq. feet with an 800 sq. foot office with a warehouse with 120 pumps. It was really a wonderful start. The first year we sold \$600,000, and the second year we broke \$1,000,000. We thought we were really big time. Our goal back then was to sell a pump a day. If we could sell any pump a day we would be successful."

You are part of the family, and we want you to succeed.

Another Goulds Pump distributor in Georgia - GPM Industries - was later born with George Hudson's help. It would also become a Tencarva Division, in a similar fashion to Hudson Pump & Equipment.

GPM Industries Formation in 1988-89

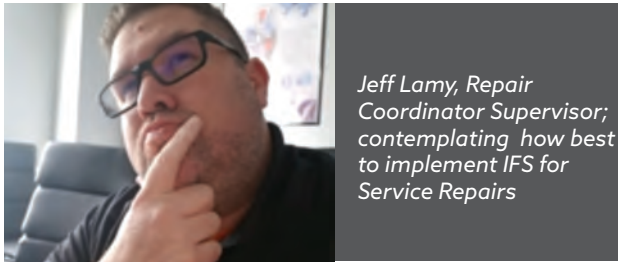
The story as told by George Hudson, "In 1988, Gould's decided that they were going to close their Jacksonville, FL office and I was hoping to gain that territory for us. When I asked for it, they said, 'Well...we will think about it.' One day Goulds Pumps called and said that they knew that we wanted Jacksonville, but they had someone else in mind for the territory. It was a company out of Atlanta. I was disappointed but two weeks later we get another call telling us that the Atlanta company turned down the offer because of territory restrictions. So, when they asked me if we were still interested I said of course we were. We sat down and negotiated and the next thing I know, they gave us the

continued on page 3

PROJECT HORIZON IFS Implementation Update

The Core Project Team for Project Horizon has continued to work on our solution to implement IFS across our entire company. The next several months will see us complete our processes for Quotes, Orders, CRM, Municipal Project Management, Service Orders, Shop Orders (Manufacturing), Warehousing, Purchasing and Inventory Control, Financial Control, and Reporting (to name a few).

Our plan will be to go live later this year; first in our Uniguard Division. Going live with Uniguard first, and not across the entire company, will allow us to focus our training and monitor our results before migrating other locations onto IFS. There will be much more information forthcoming for all users pertaining to training and timing for your location.



Jeff Lamy, Repair Coordinator Supervisor; contemplating how best to implement IFS for Service Repairs

BYE BYE MARLEY: Delta Is Outplaying Big Marley Cooling Systems

The oldest Marley was recently torn down in 2018. We have been replacing large "Marley" systems all over the country with smaller systems. Customers save money and have a quick installation so there is little downtime. Plus the footprint for a Delta Cooling System is a quarter the size of a Marley. It is the end of an era for Marley... but a brand new one for us!



"We were selected over Marley for many reasons... but chief among them was the modular design."

- Ben Stolt



Delta Cooling System

Last of large Marley cooling systems

SPOTLIGHT ON: UNIGUARD

PRECISION ELECTRIC MOTOR WORKS



Peter Zielonka, president of Precision Electric Motor Works, Inc., hosted a Uniguard training presentation on January 15, 2019. Thirty of their invited customers were treated to a presentation and tour, as well as breakfast and lunch.



Precision, located in Clifton NJ, is one of our Uniguard "Authorized Distributors." They have an incredible training facility and showroom, as shown in these photos.

CONFERENCE NEWS



This year the South Carolina Environmental Conference in Myrtle Beach, SC had its water tasting competition setup in the Tencarva Municipal Booth. Due to the central location and proximity to open standing room, our booth was chosen to be the location of the water tasting competition. The 2019 SCEC was attended by Todd Richie, Guy Chapman and Walter Hieber.



Jacksonville territory, but that wasn't all. They also said they had an Atlanta territory that we might be interested in. Shortly after I started interviewing people that worked in Jacksonville, one was Glen Robinson. I contacted Glen and I said, 'Glen we are opening an office in Jacksonville and I would like for you to come and work for us as a branch manager.' I floated him the money to set him up in Atlanta and we picked GPM as the name. We started GPM that year and the same year we opened an office in Jacksonville and I moved Steve Grimness up there as the sales guy, and he turned that territory on its ear. Gould's had the Jesup, Georgia Rayonier plant down there and they asked us if we could move from Atlanta to Macon, which we did, and we opened a place with GPM Industries in 1989."

Robert Hudson Joins George

Robert Hudson had graduated from Mercer University with a B.B.A and had operated a few restaurants in Georgia, including possibly the first sports bar. He was one of the first to put a television in a restaurant and people would come in to watch Falcon and Braves games and eat pizza, beer and sandwiches. One day George called Robert up and asked him if he wanted to move to Florida and get into the pump business. Robert already had some experience with pumps having worked for Goulds Pumps for 2 -3 years in the warehouse. Robert decided to sell the restaurant and move to Florida. As Robert tells it, "I sold the restaurant and moved to Florida staying at the Days Inn on the northside of Lakeland from August to November with my dad and dog. We got into the business with \$125,000 worth of inventory. I unloaded every pump by hand with the little red hand truck that we still have here. We got out of our store front in 1984 and moved to where we are now. It was a big deal for us. With our new 10,000 sq. ft. building we thought we had all the room we needed. We quickly filled that up and started getting new product lines and really good employees. We never had a layoff and business has always been pretty good, just like Tencarva."

Hudson Pump Joins Tencarva in 2001

Robert explains, "I was in a Goulds Pumps Distributor meeting one day and was talking with Harold Muse and he said, 'What are you going to do with your company?' My Dad and I talked with them about reducing the headache of the business, which for us was HR, accounting and the insurance part of it. I preferred to focus on sales and so we merged with Tencarva about 16 years ago. It's been a good fit. We built a nice service shop out back and got into the service business. We probably wouldn't have gotten into it if Tencarva hadn't come along. I think it is the largest shop at Tencarva. It has been a good ride."

George tells the Hudson Pump Tencarva bridge this way, "One day, Robert and I were talking about a succession plan. I called Jack Miller and Bob Pascal, old friends from Tencarva, on the phone and I said, 'Guys, I know you have a successful employee plan and I wonder if we can discuss it.' We met and had a good talk and I decided that their plan was good for them but probably not ideal for us. About 3 to 4 weeks later I got a call from Rod Lee and they said, 'We have this other plan; would we like to hear it?' I said sure and we got together. Their plan was to buy Hudson Pump and Equipment. That was a real shocker. We hadn't expected anything like that, but one thing led to another, and you know where it led from there."

"At that time, I had decided that it was time to get out of the business, and Robert was running the company. He was the main negotiator. Things were at a high point!" The rest as they say is history. Hudson Pump & Equipment joined Tencarva Machinery Company on October 17, 2001. Now a division of Tencarva, Hudson covers a territory that includes all of Florida except the panhandle west of Tallahassee and a few accounts in southern Georgia. In addition to the Lakeland facility, Hudson has offices in Jacksonville and Miami.

WELCOME BENSON COVINGTON - IT DEPARTMENT



Benson (Ben) Covington has joined the IT Helpdesk/Desktop Support Team as a Technology Analyst located in Greensboro.

Ben is a recent graduate of Guilford Technical Community College and has been trained in IT networking and database management. Ben brings experience in customer and IT support, which will be invaluable in meeting our departmental goals and objectives.

Outside of work, Ben enjoys snowboarding, sailing, basketball and spending time at the beach with family and friends.

You can reach Ben at the helpdesk 336.554.8666, x5111 or bcovington@tencarva.com

SALES TRAINING DAYS February 5-6, 2019

Photos are from the Greensboro meeting

TSURUMI

Doug and Derek showed the sales team that there has been a very positive growth curve in sales for Tencarva since 2011 with Tsurumi.



During the presentation, they:

- reviewed the submersible pumps
- demonstrated some of the features of the submersible pumps such as the cable connection with the epoxy potting to prevent liquid intrusion to the motors.
- reviewed the low cost and highly reliable BER and TRN submersible prop mixers and a venturi-driven aeration system.
- displayed the skimming and decanting solutions Tsurumi offers.
- shared a competitively-priced Tsurumi-designed bar screen product that's a great space saver and problem solver.



Doug Chappel with Tsurumi

FUSION FLUID EQUIPMENT

Fusion Fluid Equipment impressed the NC, SC, and VA group of industrial and municipal sales engineers with the introduction of their Fusion Mixers. Fusion Fluid Equipment is a young company with only a 10-year history, but they have hit the ground running strong with some talented engineering horsepower and a very energetic team to match it. Their tag line is "Agitation Without Aggravation" and so far, they have lived up to it with our group.

Carl Garofalo, who has extensive experience selling mixers into the Georgia Territory, kicked off the session via Skype. Carl explained that Fusion cut their teeth in the pharmaceutical industry, which is an arena often avoided by most mixer companies because of the high level of standards and certifications required. He highlighted additional areas of growth: pulp and paper industry, chemical industry and energy industry. Tom Swiatek, president of Fusion Mixers, and Jon Demski, Engineering and Sales and Tencarva's

main point of contact, told the story of starting Fusion Fluid Equipment with the help of a team of PhD's and ex-mixer engineers who are all experienced with propeller and mixer design from the military or other mixer companies.

During the presentation, they:

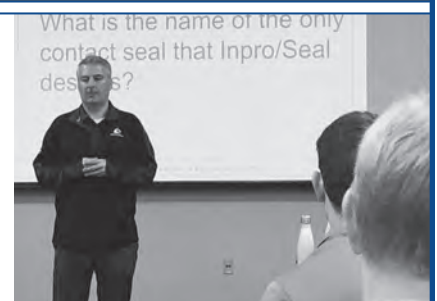
- explained Hydraulics 101 as it pertains to mixers with concepts such as laminar flow and Reynolds numbers.
- explained the minimum requirements to determine the right mixers for an application.
- demonstrated their state-of-the-art cloud-based 32 processor selection software which they explained can generate 10,000+ permutations to satisfy a single application, dependent upon the provided criteria.



Jon Demski, Steve Newsome, Ron Bowen, and Tom Swiatek gather for a group photo.

AIR MIZER

Todd Hearty discusses the features and benefits of the Air Mizer shaft seal, which uses positive gas pressure to provide an effective seal for powders, liquids and bulk solids, preventing product waste or contamination. The non-contacting, non-wearing seal's biggest users are in the food product industry as well as chemical manufacturers. The Air Mizer is a problem solver that often is the only solution for leaks where other products won't work.



TOSHIBA

Dennis Hampton with Toshiba's Instrumentation and Controls group instructed the sales team on the inner workings of electromagnetic flow meters, devices used to determine the flow rate of conductive fluids. Fluids such as hydrocarbons cannot be measured with the flow meters, so another device must be used. The minimum conductivity of the conductive fluid is 3 micro siemens, which most water-based fluids have. Dennis gave a complete overview of the inner workings of the Toshiba electromagnetic flow meters, explaining how they are constructed to very precise standards.

TOSHIBA
Leading Innovation >>>

During the presentation, he:

- provided various mounting arrangements.
- elaborated on the NSF-rated flowmeters which are certified for food, drinking water and sanitary usage.
- reviewed the microwave density analyzer, which can be used to determine percentage of solids in a fluid flowing through a pipe. This can be useful for improving product quality and consistency in pulp and paper as well as food industries as well.



ESSCO

Don Benton gave an update and explained ESSCO's package of services.

ESSCO
ELECTRIC SERVICE & SALES
A Division of Tencarva Machinery Co.

Their package includes:

- full motor and motor control distributor with extensive inventory.
- concept, design, CAD documentation, panel construction, testing, field start-up, warranty, service, and training.
- for our customers that purchase components only, they provide technical support as needed.
- commitment to total quality in their products and service.
- three full-time engineers.
- two full-time panel shop technicians.
- one full-time field service technician with back up by staff engineers.
- management in place with over 90 years combined control experience.

**WANT TO GET
SOMETHING BUILT?**



CONTACT:
Sales Manager/Jeff Johnson
336.275.5321
sales@esscoinc.com

TENCARVA REPAIR TOWN HALL

Dwayne Hughes reviewed and explained the changes implemented in Tencarva's service and repair organization. He explained our new approach to repair and service, including visiting each of the 13 repair facilities to identify the specialties which allow each shop to serve their regions better. He reviewed the size of each location in terms of revenue, personnel and roles.

He explained how the on-boarding process requires:

- identifying critical paths.
- educating the team about the winning behaviors.
- explaining the process changes.
- increasing communication, accountability, responsibility, trackability with the aim of consistency.



The on-boarding into a new process is a continuous improvement program designed to bring quality and consistency to all repairs. Because it's a step by step process, it's not possible to implement across all facilities at the same time. Also, developing the process in a few locations at a time has allowed us to identify some challenges and make improvements which can be used later to prevent issues at other facilities. Implementation includes changes in procedures, forms, changing expectations and production meetings. Additionally, implemented shops now use CAD drawings and 3D CAD.

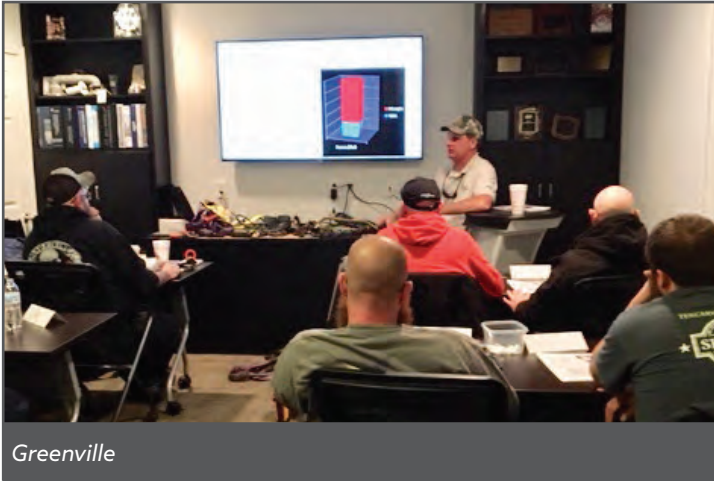
ASEPTIC UPDATE

Jeremy Reese, regional manager, and Varun Ganesh, sales engineer, explained the difference between the retort and the aseptic packaging process and how it affects pumps and the equipment we sell. They explained how the Ampco ZP3 and the SEEPEX pumps are ideal products to handle the aseptic process because of their certifications, stainless metal finishes as well as their ability to function in CIP (clean in place) environments. Benefits of the Ampco Remanufacturing program for the factory refurbishment of Ampco, Waukesha and Wright pumps also were presented.



SERVICE TRAINING

American Crane And Safety Rigger Training



All service shops have now participated in this training, from Lakeland to Richmond to Beaumont.

EMPLOYEE ANNIVERSARIES

30 YEARS:

David S Lee, *Branch Manager, Charleston*

25 YEARS:

Thomas E Newberg, *Sales Engineer, Lakeland Phosphate*

15 YEARS:

Brian S White, *Sales Support Specialist, Lakeland*

Casey R Bowman, *Aftermarket Sales at Southern Sales*

Erica L Stubblefield, *Project Manager, Municipal West*

10 YEARS:

Dwayne S Hughes, *Director of Service, Greensboro Warehouse*

Anne Marie Falls, *Sales Support Specialist, Greensboro Sales*

Rick Graves, *Sr. Sales Support Specialist, Little Rock*

5 YEARS:

Jeff Stroud, *Mechanic I, Greenville, SC*

Mike B Wyrick, *Mechanic I, Greensboro Equipment Repair*

Chelsea S Franklin, *Sales Support Specialist, Salem*

Dillon Payne, *Mechanic II, Richmond*

1 YEAR:

Adam L Cole, *Mechanic I, BMW Repair*

Josh Pitts, *Mechanic I, Macon*

Matt Brown, *Welder/Pipefitter, Greensboro*

Stephon B Jordan, *Uniguard Technician*

Lexi Garcia, *IT Helpdesk Analyst, Lakeland Phosphate*

Jake D King, *Mechanic I, Greenville, SC*

William E Miller, *Sales Support Specialist, Charleston*

Bryan C Quate, *Uniguard Technician*

WELCOME OUR NEW HIRES

DECEMBER 2018

Logan Thompson, *Helper, Beaumont*

JANUARY 2019

Cody Clifton, *Sales Support Specialist, Lakeland Municipal*

Kevin T Corpening, *Uniguard Technician*

Ben Covington, *IT Desktop Support Analyst, Greensboro*

Jose Ramos Correa, *Uniguard Technician*

FEBRUARY 2019

Cody Battensby, *Mechanic I, Lakeland Warehouse*

Timothy Ewers, *Service Technician, Southern Sales*

Cheryl Harper, *Sales Support Specialist, Charlotte*

Tyler Kosco, *Sales Engineer Trainee, Richmond*

Kerry Vanpool, *Shipping/Receiving Clerk, Lakeland*

MARCH 2019

James Bursi, *Repair Engineer, Memphis*

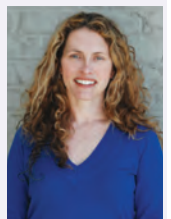
Ricky Gayheart, *Service Sales Engineer, Chesapeake*

Joseph Sheidy, *Machinist, Lakeland Warehouse*

William Stewart, *Mechanic I, Greenville, SC*

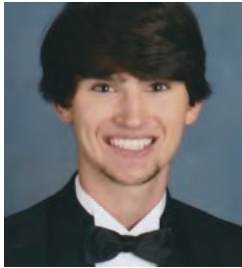
Newsletter New Contact

We hope you enjoy the new layout of the newsletter. Please email Courtney Sparrow at Boulton Creative for family, graduation, or personal news. Her email is courtney@boultoncreative.com.



TEAM NEWS

GRADUATE NEWS



Matthew Steven Geraldson
Tencarva Parent:
Steve Geraldson
Sales Engineer
Memphis, TN Branch

Matthew is graduating from Lewisburg High School, Olive Branch, MS on May 25, 2019. He will be working this summer for River Pointe Electric in Hernando, MS. In the fall, he will be attending Northwest Mississippi Community College in Senatobia, MS and majoring in Criminal Justice. He is a state title holder for band and is a top powerlifter and bowler. In his free time, he enjoys saltwater/freshwater fishing, golfing, bowling, and rock climbing. Best of luck, Matthew!



Jordan "Jojo" Pfile
Tencarva Parent:
Brian Pfile
Branch Manager
Savannah, GA Office

Jordan "Jojo" Pfile graduated December 17, 2018 from Embry-Riddle Aeronautical University in Daytona Beach, Florida with a Bachelor of Science in Aerospace Engineering and a concentration in aeronautics. Her parents are Brian and Jodi Pfile, who presently live in Fleming Island, Florida. Jojo is currently working for a government contractor at Eglin, AFB in the Panhandle of Florida. While she is not working as a test engineer, she enjoys rowing, spending time with friends on the beach, and traveling. Way to go, Jojo!

BABY NEWS

Henry August LaVigne
Born: December 15, 2018 • 11lbs 5oz; 20in long
Tencarva Parent: Peter LaVigne, Design Engineer, Greensboro

Welcome Henry! Parents: Peter & Kelsey (Kelsey is a Veterinarian at Archdale Animal Clinic. She has returned to her position after completing maternity leave.) Big Sister: Molly, age 3.



WILD NEWS

Ricky Lewis
Field Service Technician at
Hudson Pump • Lakeland, FL

Ricky Lewis killed a 550-pound boar with a 6-foot spear during his first attempt at spear hunting. He's been hunting since he was 7 years old. This hunting trip was at a private ranch in Arcadia, Florida, in November 2017. It took a year to have the boar mounted.



SAD NEWS

Bob Tayloe
Vice President, Tencarva • Wilmington, NC

Robert William "Bob" Tayloe, 86, passed away January 30, 2019. He was a good teacher and great person for discussing ideas and asking applications questions. After 21 years with Tidewater Supply, he helped create Tencarva Machinery Company, where he worked for 19 years and served as a Vice President.

Harold Muse reflects that Bob was a man who liked to put things on pause: "Bob also believed in occasionally using the 'pause' in selling to customers. For instance Bob might start the sentence by saying 'Mr. customer do you know what the best thing about this pump is..... (pause).....the impeller can be externally adjusted without the use of shims.' The 'pause' created interest in the customer's mind and made the customer pay more attention to the sales pitch."

Survived by his beloved wife of 63 years, Theresa Raynor Tayloe, his children, and grandchildren, Bob will be missed. Bob was easy to work with and had a lot of love and respect for Tencarva. He felt blessed to work for Tencarva and always did what he thought was best for his customers and Tencarva.





1115 Pleasant Ridge Rd, Greensboro, NC 27409

FIRST GOULD REPLACEMENT PUMP SOLD

Matt Curtis sold Tencarva's first ITT Goulds Pumps CNG Drop-In Replacement pump. Matt says that the customer has several to replace, and since the customer doesn't like Flowserve, he is happy to give the ITT Goulds Pumps CNG Drop-In replacement an opportunity.

ABOUT GOULDS PUMPS CNG DROP-IN REPLACEMENT PUMP:

- built on the Model 3196 frame which is ITT Goulds Pumps workhorse ANSI pump.
- repairs for the CNG replacement pump are simple, as repair parts will easily be available.
- it includes a redesigned:
 - casing to match existing CNG suction and discharge locations.
 - bearing frame foot to accept CNG dimensions - even the impeller is a 3196 impeller.



Regional Manager Don Jackson and Sales Engineer Matt Curtis