



The Macomb Pipeline

Volume 1, Issue 3

The Macomb Group is a leading wholesale distributor of pipe, valves, and fittings (PVF), with multiple locations in Michigan, Ohio, Tennessee, and Kentucky. We are presently ranked in the "Top 10" nationally as a distributor of PVF, and a leading PVF participant in our geographic market. We service a diverse mix of end markets, including automotive (OEM's and suppliers), food and beverage, general manufacturing, hospitals, schools and universities, pharmaceuticals, utilities, power plants, steel, pulp and paper, refineries and general industry.

Like us on Facebook (<http://www.facebook.com/TheMacombGroup>) for a chance to win a trip to "The Big House." The winner will receive two, third-row tickets to the University of Michigan home game against the University of Iowa!



Success Story

It's Saturday Night: Do You Know Where Your Pipe Order Is?

Late one Saturday afternoon in Moundsville, W.Va., URS workers found themselves without their pipe order. The Macomb Group came to the rescue in record time. **(Page 2)**



Macomb News

For a Great Business, Start with Great Relationships

Business partners at The Macomb Group are hands-on contributors to daily operations and company growth. **(Page 4)**



Solution Spotlight

Get Your "Impossible" Problem Solved!

Unsolvable problem? No way. The Macomb Group has the resources to find a creative solution for any customer issue — no matter how big. Learn how one company made the impossible possible with our innovative solution. **(Page 6)**



Did You Know

Does Your Hose Fit Your Application?

The Macomb Group's Hose Division is dedicated to helping customers find the perfect hose for every unique application. **(Page 8)**



Chuck's Quick Tip

3 Essential Boiler Checklists

Before you fire up your boiler for the winter, perform these simple maintenance checks to ensure proper and SAFE boiler operation. **(Page 10)**



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www.macombgroup.com



Success Story

It's Saturday Night: Do You Know Where Your Pipe Order Is?

When you're running a job site around the clock, the last thing you want is for your team to be stuck waiting on essential materials. However, one company found itself in just that predicament.

URS, a leading provider of engineering, construction, and technical services, paid workers time-and-a-half to be onsite 24/7 in Moundsville, W.Va. The site was running day and night, and when a Saturday afternoon pipe delivery from a local supplier didn't arrive, construction was stalled. To avoid costly downtime, URS wasted no time in calling The Macomb Group.



Because the Macomb Group's inventory and infrastructure is always ready, a handful of experienced, knowledgeable employees were able to drop their Saturday plans and transport 7,000 feet of pipe and the necessary fittings to the West Virginia job site.

All the pieces in place

URS has counted The Macomb Group among its suppliers for several years, relying on the company as its premier distributor for jobs near its Clarksville, Tenn. location. So when the supplier nearest its West Virginia job site could not quickly provide the required pipe, URS contacted The Macomb Group — even though Macomb was two states away from the job site.

The Clarksville Branch Manager, Derek Brunett, coordinated the effort between the three branches involved in fulfilling the order.

"The job in West Virginia was behind schedule and they needed material fast," says Derek. "Because we had already proven we could handle their material needs in Clarksville, they knew we had the inventory, proper paper work, and delivery capabilities to help them out of their jam in West Virginia."

The pipe was staged and waiting in Midland, but a qualified semi-truck driver was required to transport the enormous pipe across two states. Jason Rickord, from The Macomb Group's Midland,

Mich. branch, jumped in, giving up his weekend to load the pipe order and deliver it to the West Virginia job site.

On his way to West Virginia, Jason also had to stop and pick up the pipe fittings, which had been assembled at The Macomb Group's Sterling Heights, Mich. location. Jason Mouat was waiting at the Sterling Heights dock to help load the parts.

Always ready

"The key to this job is that it took only three people to make it happen on a moment's notice," says Scott Heneger, Manager of The Macomb Group's Midland branch.

That combination of readiness and personal dedication from Macomb employees makes a big difference. "Our customer really appreciated that these people made themselves available during their off-time to make it happen when it needed to happen." Scott adds, "We see that our customers appreciate this kind of dedication in our company time and time again."

Because of this unmatched demonstration of customer service, URS has made The Macomb Group its go-to pipe supply distributor.

"We're still getting orders from them for this job; they are not pricing out orders among various vendors now. We've proven our ability to do it, and they're coming directly to us," says Scott.

He continues, "Sure, you might shop around and find a cheaper coupling here and there, but you're burning dollars and man hours if the supplies aren't on the job site on time. We've proven we can make that happen."

The Macomb Group (www.macombgroup.com) works with customers and contractors to be sure every job is on time and done right. Learn how we can use our expertise to provide the solutions you are looking for. Contact us by email at info@macombgroup.com or by phone at 888-756-4110.

Macomb News

For a Great Business, Start with Great Relationships

The Macomb Group has experienced considerable growth over the years, and some of this growth has come about through mergers. Even during the course of these significant changes, The Macomb Group understands that a company's best assets are its people.

The Macomb Group credits much of its success to attracting the best people, then taking care of them so well that they never want to leave. So when The Macomb Group acquires organizations with leaders like **Jim Tucker**, **Dick Dixon**, and **Steve Dixon**, the company welcomes their considerable skills and extensive pipe industry experience.



Generations in the business

Dick Dixon began working in the pipe supply industry in 1961. His son, Steve Dixon, cut his teeth in different industries before accepting an opportunity to work in the pipe supply business with his father.

"I guess it's in the blood," says Steve.

Dick worked with Bill McGivern, one of Macomb's majority partners, in inside sales at a competing company many years ago.

"We got to know each other then and we kept in touch," recalls Dick. "When Bill and Keith Schatko decided to open their first branch, they called me."

That branch, now absorbed into the larger company, was Dixon Supply, which served as an arm of The Macomb Group starting in 1994. The Macomb Group struck gold when both Dixons became partners in The Macomb Group as part of the merger.

Healthy competition

Jim Tucker also worked at a competing pipe supply company, Coon Devisser, where he began his career with a part-time, after-school co-op job in 1977. He started at the ground floor, sweeping up, washing cars, and taking inventory in the warehouse, before he worked his way up to being responsible for the mechanical contractor sales division.

"We were fierce competitors with Macomb, fighting for the same clients in the same territories," Jim remembers.

One day 12 years ago, Jim was talking with Bill and mentioned that instead of competing, they should bring the two companies together.

“He couldn’t get his checkbook out fast enough,” laughs Jim, who bought in as a minority partner. “We were gaining ground as two separate companies, but that’s nothing like the ground we gained when we became one. It was long overdue. It’s a shame we couldn’t make it happen years ago.”

Hands-on contributors

The Dixons and Jim have all made their mark on The Macomb Group. In addition to his duties as a part-time chef in the employee cafeteria, Tucker brings extensive experience in mechanical contractor sales from his time at Coon Devisser.

“These are larger orders and there is more guarantee of income when we bring in industrial business. The industrial business sector is responsible for over 40 percent of our business — we know it will provide a steady income stream,” notes Jim.

Dick, still focusing on inside sales and management responsibilities at the Livonia, Mich. branch, brought a loyal customer base with him from Dixon Supply. He is able to establish strong, lasting relationships with customers and employees at The Macomb Group, making everyone he works with feel like they are part of a family.

Steve works at headquarters, a leader in his division, and is currently focusing on job quotations, with a great deal of daily interaction and networking with customers.

People are the key

For all three of these partners, being part of The Macomb Group is more than a job. The Dixons and Jim all value the personal connection they have to the company and to the customers they serve.

“I enjoy coming to work and enjoy what I do,” says Jim. “We give it our all here, and we enjoy the positive feedback we get from our customers. They don’t have to do that, and at The Macomb Group, we get thank-yous on a regular basis.”

Dick echoes that sentiment. “I truly enjoy our employees and customers. It’s wonderful to see employees who like to come to work and the prosperity they and their families get as a result.” He adds, “I also feel rewarded when we help a customer who has a special need. We can give them service beyond what they’d normally get because we take time to know them and their needs.”

As the year comes to a close, all three of these leaders are gratified to see that The Macomb Group has achieved the goals it set for 2012. They are proud of the success The Macomb Group has achieved, but they don’t focus on the rearview mirror; instead they are all looking ahead in anticipation of setting and meeting next year’s goals.

“We take pride in being problem solvers,” says Steve. “There’s never a cookie-cutter solution. For me, the constant challenge is its own reward. Every day, I’m presented with different problems and opportunities that can surprise me, even after 20 years in the industry. It’s those challenges that keep me coming back.”

Solution Spotlight

Get Your “Impossible” Problem Solved!

There comes a time for every company when a seemingly unsolvable problem crops up and creates a roadblock. Often it’s a job or process that is too difficult, costly, or time-consuming, and no one in the organization can think of a more efficient, faster, or less expensive way to complete the task.



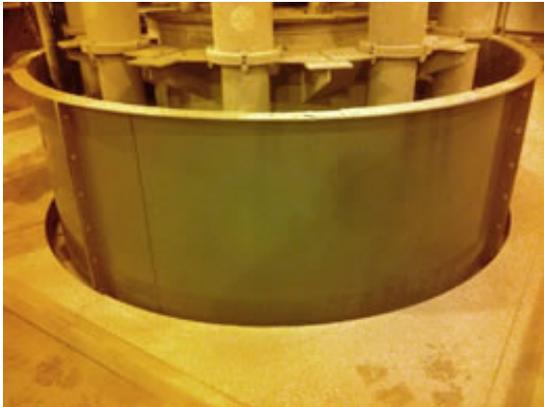
However, when it comes to helping its clients, The Macomb Group doesn’t believe in unsolvable problems. It has the resources and experience to find a solution to any piping or PVC-related conundrum.

Selena Carli, Kentucky Branch Manager for The Macomb Group, knows how important it is for customers to have somewhere to turn when a problem arises.

“Of course Macomb can do basic parts orders, the bread-and-butter of our business, with its eyes closed. But it’s the above-and-beyond that really creates trust with customers,” says Selena.

Show us what you can do

Kentucky Utilities, a coal-burning power plant, uses nine Krebs Cyclones in its slurry process. The cyclone spins slurry to separate liquid from solid matter — a very messy process. To protect the surrounding environment and floor, each cyclone is fitted with a heavy metal plate cover. These mammoth covers periodically require cleaning and maintenance to ensure the cyclones don’t become clogged and stop working.



Kentucky Utilities’ Krebs Cyclone unit before and after the addition of the innovative PVC shroud, developed by The Macomb Group.

Workers must lift the covers out of the concrete floor to spray and knock off the limestone slurry build-up. It's a time-consuming, difficult job that requires considerable manpower. In addition, the cyclones have to be shut down during the process, costing the plant production time and man hours.

Kentucky Utility challenged Selena by asking: "Can you fix this problem?" The plant manager already presented the issue to Kentucky Utility's regular suppliers, but no one had come up with a solution.

Up for the challenge

Selena accepted the challenge, knowing that Chuck Raymond, Macomb's National Sales Manager, could engineer something that would work. Drawing on his 28 years of experience, Chuck did not disappoint.

After examining the covers and the existing engineering, Chuck sketched a design for a shroud using PVC materials sourced from the Tri-Mer Corporation. The PVC panels that form the shroud are only 50 pounds each, allowing one or two workers to remove and clean them with little effort.

The plant tested the new materials on one of the nine systems. Testing revealed that the three-foot PVC panels Kentucky Utility originally requested were too small, and resulted in the slurry splashing over the top. The Macomb Group quickly engineered one-foot extensions for the cyclone.

After that adjustment, the new shroud worked perfectly, and Kentucky Utility is moving forward with installation of four-foot shrouds for the remaining eight cyclones. The second cyclone is scheduled to be refurbished soon.

Happier, safer workers

"The maintenance crew really loves being able to move the shroud plates easily. The workers were very happy. The foreman loved making things easier for his guys. He really wanted to make sure his workers weren't struggling anymore," says Selena.

Solving a difficult problem for Kentucky Utilities was just part of another day's work for Selena and The Macomb Group. With its extensive transportation, supply, and distribution channels, The Macomb Group will get innovative solutions to its customers quickly — no matter how big the issue seems at first glance.

"With the experience that Macomb has on staff, we can help customers find solutions even if they're not in our wheelhouse," Selena says. "We have the resources to find creative solutions for our customers."

The Macomb Group is proud to offer our customers quality products. To learn more, contact us by email at info@macombgroup.com or by phone at 888-756-4110.



Did You Know

Does Your Hose Fit Your Application?

With thousands of hoses in varying materials, plus hundreds of thousands of connections, finding the perfect hose for your application can be overwhelming.

The Macomb Group understands that every hose order is a custom job, so the Hose Division is dedicated to helping customers find the perfect product for every need. A member of the National Association for Hose and Accessories Distribution (NAHAD), The Macomb Group exceeds the most stringent industry standards.

With decades of cumulative experience, The Macomb Group has the most knowledgeable hose professionals in the industry. Tim Chapman has been in the hose industry for over 25 years and brings with him additional work and educational experience. Jen Jessen has been in the piping industry for 15 years and moved to specializing in hose three years ago.

The welders on staff are gifted hose artists with specialized hose welding and fabricating experience. Leo Smith has 20 years of experience welding hoses, and Pat Knittel has five years with the Hose Division under his belt.

Any application you can imagine

The Macomb Group sells every kind of hose imaginable, from industrial to air, food and beverage to petroleum, and natural gas to automobile.

Obviously a petroleum hose can't be used for a food and beverage application; there are FDA regulations and health and sanitary issues to consider. Likewise, you can't have an industrial hose that will corrode when certain chemicals pass through it. Each hose, as well as its couplings and connections, needs to be specifically made for its application.

The Macomb Group Hose Division doesn't simply sell pre-manufactured kits; instead, it customizes hoses depending on the very specific applications of each client.

To identify the correct hose and connections, Macomb consultants ask for specific details about the way the hose will be used:



- Size
- Temperature
- Application
- Media
- Pressure
- Ends
- Delivery

Known as STAMPED, this series of questions helps narrow down the right options for any application.

Rely on the experts

It's not surprising that many customers who call The Macomb Group haven't delved this deeply into their hosing needs. Most people don't think about hose-specifics and the plethora of variables until they call to place an order.

However, customers don't have to be hose experts — The Macomb Group is just a call away. The Macomb Group is invested in customer satisfaction and won't sell a customer a hose that isn't appropriate. You can rest assured the professionals in the Hose Division will take time to customize the perfect hose solution for your application.

Let us take care of the details for your hose application. Visit our website (www.macombgroup.com/products/hose) or contact the Hose Division experts at The Macomb Group by email at info@macombgroup.com or call Tim Chapman at 734-943-1009 or Jennifer Jessen at 734-943-1010.



Chuck's Quick Tip

3 Essential Boiler Checklists

Q: "Chuck, what should I do before I turn on my boiler for the season?"
— Paul, Detroit, Mich.

A: As we head into the heating season here in Michigan, it's important to prepare your boiler for the winter season. Proper operation of your boiler is key not only for maximum efficiency, but also for safety.

Proper boiler operation relies on three major components: the ignition system, the exhaust system, and the water system. Follow these checklists before you fire up your boiler for a long, cold winter.

Ignition System

For a standing pilot ignition system:

- Check and clean the thermocouple with steel wool or fine-grade sand cloth.
- Clean the burner tubes with a wire brush or steel wool.
- Vacuum the burner compartment to remove all dust and debris.

For electronic ignition:

- Check and clean the flame sensor with steel wool.
- Visually check the igniter for a good clean spark or the glow bar for a solid orange color to ensure ignition of gas.

As with any gas-fired equipment, be sure to have both a carbon monoxide and smoke detector in the close vicinity of the equipment. Carbon monoxide is odorless which makes it extremely dangerous and even deadly.

Exhaust System

An obstructed exhaust system is a serious health hazard that can cause carbon monoxide to back up into your home. Obstruction may cause higher efficiency boilers to not fire at all.

- Check the chimney flue or exhaust piping to be sure it is clear and without obstruction. (During summer months, it is common for birds and other animals to make nests in piping.)



- If you have a cast-iron sectional boiler, it is also important to run a brush in between the sections to clean out soot buildup.
- Use a Shop-Vac to clean out the exhaust path.

Water System

Your system may be either hot water or steam. These tips apply to both types.

- Be sure that your water feed system is functional; check both manual and automatic operation. This component fills the system with water as needed. If it is not working properly, the boiler can overheat, causing serious damage.
- Drain and flush your system every year and keep the water as clean as possible. Specially formulated cleaners are available to add to the water to clean the inside of all your piping and radiators. (Buildup in the water system can cause gauges, safety devices, and valves to fail.)
- Be sure to check all safety devices as they are directly related to your boiler's operation, help ensure your personal safety, and protect against equipment and property damage.
- Expansion tanks, pumps, and any other in-line water components should always be visually inspected and manually checked for proper operation.

You should always have your boiler checked and maintained by a qualified technician.

Proper maintenance is one of the things that's often overlooked by homeowners, but it can help extend the life of the equipment, maintain maximum efficiency, protect your home from damage, and — most importantly — protect the safety of your family.

Visit our website (www.macombgroup.com/products/steam) to see our products. Place your order and consider it done! Contact the experts at The Macomb Group by email at info@macombgroup.com or call Kevin O'Neil at 734-943-1006 or William Guenther at 734-943-1007.

About Chuck: *Chuck has been a PVF industry icon for over 42 dog years. He has never been one to lie down on the job — he has done everything from fetching will call orders, to chasing down trucks to make sure his deliveries are on time. So, remember: **If you've got a problem and you're feeling stuck, don't get discouraged, you can always ask Chuck!***

