



The Macomb Pipeline

Volume 2, Issue 1

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.

NEW! IPEX Thermoplastic Piping Systems for metal-free applications. Learn more (<http://www.updatefrom.com/macomb/1301/promotion.asp>).



Success Story

Holiday Weekend Maintenance Emergency? No Problem.

When your organization schedules downtime for any critical system, it's essential that repairs go quickly and the system is up again on time. Learn how one customer avoided a serious delay by getting the right help quickly — even on a holiday weekend. **(Page 2)**



Macomb News

Happy New Year: A Look Back at 2012 and What's to Come

From new headquarters to acquisitions, we have had a phenomenal 35th year. To meet our customers' high expectations and deliver even better service, we're moving forward with further expansion and online ordering in 2013. **(Page 4)**



Solution Spotlight

How to Get Out of a Sticky Situation

The \$600 million DTE Energy Monroe Scrubber Project, a clean coal initiative, was struggling through materials complications when The Macomb Group provided them with an innovative solution. **(Page 6)**



Did You Know

We Have a Gauge for That

Need a solution that nobody's ever heard of? Creative problem-solving is the norm for The Macomb Group's Instrumentation Division. **(Page 8)**



Chuck's Quick Tip

Get to Know Us Better

Our new website is stocked full of great information, useful tools, and access to product specs. Check out some of our highlights. **(Page 10)**



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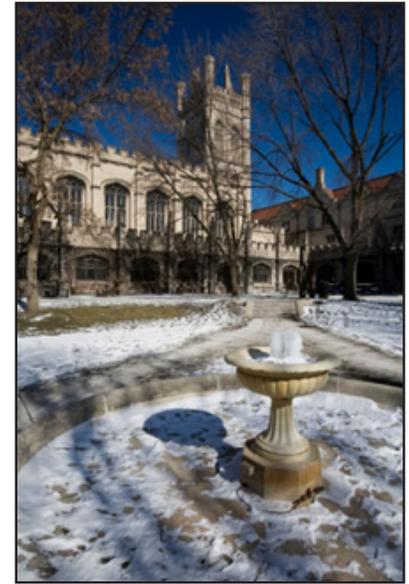


Success Story

Holiday Weekend Maintenance Emergency? No Problem.

Like many businesses, universities run 24/7, so finding time to complete maintenance on a critical heating system is no easy feat. But one university facilities department planned the best possible downtime scenario: they scheduled the heating system maintenance for Thanksgiving break. University students and faculty would be away, so the maintenance crew could shut down the heating system of one of the campus buildings for the planned pipe change.

However, once the heater was disassembled, the crew realized that they didn't have the 4-inch ProPress Copper fittings needed to install the main lines for the hydronic heating system. This discovery was made on Black Friday, the day after Thanksgiving, when few people are in their offices and those parts would be virtually impossible to locate. Still, the heat needed to be turned back on as soon as possible, so the parts had to be found.



Nice save

Kirk Humphrey, Regional Manager of The Macomb Group, understands that it's inconceivable for a project to fail because a few fittings are missing. "For many people working on a project during a maintenance shutdown, their job would be on the line in this situation. They scheduled and planned the project, and they might have been in big trouble had they not been able to finish as planned," he says.

Fortunately, the university is a longtime customer of The Macomb Group, so the maintenance crew called the 24-hour customer service hotline. Humphrey responded immediately, calling those in the company who have off-site access to inventory information.

At The Macomb Group's Lansing branch, Steve Wymer found the parts the crew needed in less than 15 minutes. The two pieces of 4-inch ProPress 45 and one piece of a 4-inch ProPress street 90 were at The Macomb Group's Livonia warehouse.

Humphrey met one of the university's crew in Livonia and handed off the parts. Within an hour of their urgent phone call, the parts were in the crew's hands, and they were able to complete the job on time.

No doubts, no worries

The university crew knew their first call would be to Macomb for three reasons:

1. The Macomb Group is responsive.
2. The Macomb Group has an extensive inventory of parts.
3. The Macomb Group always comes through.

At The Macomb Group there are no small parts; there are only parts that are required to get the job done. It seems like every company claims to have great customer service, but The Macomb Group truly fulfills that promise, even under less than ideal circumstances.

As this university knows firsthand, for everyone at The Macomb Group, superior customer service is not a slogan, it's a commitment.

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

Happy New Year: A Look Back at 2012 and What's to Come

As we at The Macomb Group reflect on 2012, we are proud to say that we have accomplished many of our long-term goals and resolutions. We celebrated our 35th anniversary this year, which led to some monumental changes. And through all the excitement and growth, we have held to our Midwestern values and integrity, always putting superior customer service first.



Sterling Heights headquarters and expansions

The Macomb Group's 2012 highlights include new and expanded facilities.

The Macomb Group is very loyal to our hometown of Detroit, and we hope to play a key role in the city's economic recovery now and in the future. So, when it came time to pick a spot for our new headquarters, it was important to us that we stay local, and converting a dilapidated eyesore in Sterling Heights into a community asset was an exciting opportunity.

The new headquarters (<http://facebook.com/media/set/?set=a.256287221139099.41555.246735058760982>) consolidates three smaller facilities in Detroit to one 363,000 square-foot central distribution center in Sterling Heights. The centralized headquarters will improve customer service and efficiency in processing.

In addition to the new headquarters, we renovated our other Detroit-area branch; we're excited that these improvements in Livonia will help to further enhance our great city.

Expanding our presence in the Midwest, The Macomb Group secured new branch facilities in Cleveland/Akron, Ohio. We also broke ground on a new facility in Ghent, Ky.

These new additions to our mid-western footprint enable us to continue to be the premier PVF distributor in the Great Lakes Region servicing Michigan, Ohio, Kentucky, North Carolina, Indiana, and western Pennsylvania.

Customer service upgrades

We already considered our call center to be one of The Macomb Group's strengths, but we're always looking for ways to improve. In 2012, we invested in call center software that enhances our ability to meet customers' needs more efficiently.

2013 expansions

While we are proud of our accomplishments in 2012, we're excited about our intentions for the coming year.

We will be expanding and upgrading several regional branches, including our Flint, Mich., and Cincinnati, Ohio, facilities.

MacombGroup.com online store

One of our more exciting ventures slated for 2013 is our foray into eCommerce. In The Macomb Group's online store, customers will still have access to our highly knowledgeable and skilled salespeople who can help with the proper selection of materials; however, for those customers who already know exactly what they need, we will be offering the convenience of online ordering. This project is slated for the second half of the year.

We appreciate our loyal customers and look forward to serving you even better in the coming year. We have had 35 wonderful years, and we are excited about the phenomenal growth we expect in the future.

We know for certain that without our customers, we wouldn't have a successful business — so our primary aim is to deliver superior customer service in 2013 and beyond.



Solution Spotlight

How to Get Out of a Sticky Situation

Major power supplier DTE Energy is a company that takes its clean-energy commitment seriously. As part of its \$600 million DTE Energy Monroe Scrubber Project, a clean coal initiative, DTE Energy is installing two flue-gas desulfurization (FGD) systems, or “scrubbers.” The scrubbers run limestone or a similar substance into the coal combustion gases, or “flue gases,” to clean the nitric oxide and sulfuric acid out before the gases go into the atmosphere.

The scrubbers lower sulfur dioxide emissions by 97 percent and reduce nitrogen oxide emissions by 90 percent. According to the Environmental Protection Agency (EPA), mercury emissions are also reduced between 75 to 90 percent.

Piping contractor URS is participating in construction of the DTE Energy Monroe Scrubber Project, which will use a total of \$1.5 million worth of piping. The project is progressing in three phases, and during the first phase, URS learned a valuable lesson: It’s hard to seal fiberglass piping in the cold.



A sticky challenge

Because of the corrosive properties of the chemicals running through the pipes, steel would wear too quickly. So instead of steel, the scrubber pipeline must be constructed of fiberglass; fiberglass is as strong as steel, but resistant to corrosion.

However, URS initially had difficulty joining the fiberglass pipes. The traditional method of joining fiberglass piping is to use adhesive, but Michigan’s freezing temperatures were slowing the chemical process of adhesion dramatically. It cost extra time and money to bring in various rudimentary drying technologies, such as heat blankets or industrial blow dryers. In addition, the poorly cured adhesive tended to peel away over time, causing joins to fail and requiring expensive repairs.

When URS started on phase two of the scrubber project, the URS Project Manager asked The Macomb Group to help them find a better way to join the fiberglass piping.

Just what the doctor ordered

As luck would have it, The Macomb Group had just discovered Victaulic’s new 296A Aluminum

Coupling (<http://static.victaulic.com/assets/uploads/literature/VS-296A.pdf>), designed for use with 1- to 12-inch fiberglass reinforced vinyl ester and epoxy resin piping.

Victaulic's aluminum coupling system is a rigid connection that maintains existing support requirements and can be installed in inclement weather including rain, wind, humidity, cold, heat, and in shade or sunlight. Using a rubber gasket and aluminum collar, the coupling system needs no adhesive. Similar designs are commonly used to join steel piping; however, this is the first design that can be applied to fiberglass.

Teamwork yields success

URS was impressed with the innovative solution, but needed to get it approved by the engineering team at DTE Energy. Marc Robertson with Victaulic and Chuck Raymond with The Macomb Group met with Rick Kennedy and other team members at DTE Energy Warren Service Center to explain the value of the solution. Once DTE Energy's engineers saw how the coupling would solve the issues of joint connections, the product was approved for use on the second phase of the scrubber project.

The Macomb Group also worked with Industrial Fiberglass Services in Dayton, Ohio, to manufacture fiberglass piping to the specifications needed to ensure perfect cohesion with the new aluminum couplings.

After a year's worth of testing, designing, training, and installing, URS is pleased to say that the second phase of the DTE Energy Monroe Scrubber Project with the use of the innovative couplings was a complete success. Because of The Macomb Group's ingenuity, delivery of an innovative product, and outstanding customer service, DTE Energy is using fiberglass piping and the Victaulic Aluminum Coupling for another project at a different location.

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

We Have a Gauge for That

The Instrumentation Division at The Macomb Group is working on a unique wastewater treatment facility project.

The task: Create a level gauge that measures the level of ferrous chloride in treatment tanks.

The chemicals involved are highly corrosive and toxic, which is a critical safety concern. The purpose of the gauge is like the float system of a gas tank gauge in a car or a toilet float; it signals that the tank is full and the flow of liquid should shut off.

The problem: No metal can come into contact with the chemicals, which rules out existing gauge technology.

Combining their years of experience and a dash of ingenuity, the Instrumentation Division is developing a custom ultrasonic device that will not require any physical contact with the fluid at all. The device will use an ultrasonic frequency to measure the fluid level in the tank and send a signal back to the control system.

Custom is the norm

Inventing new solutions to fit an infinite number of industries, materials, and applications is not out of the ordinary for The Macomb Group. This type of creative problem-solving is simply the company's normal, explains Terry McGivern, Inside Sales Manager for the group. McGivern and fellow Inside Sales Manager John Mazzie have been in the business since the late 1980s and early 1990s. They have worked their way up through the company, gathering expertise in almost every area of the piping wholesale business, including valves and gauges.

"The Instrumentation Division works with every process and system of the company," says McGivern. Other divisions come to the Instrumentation team for calibration services and actuated valves and controls. Although The Macomb Group does carry a large stock of off-the-shelf valves and controls, they do a great deal of custom work, often inventing solutions that fit the customers need.

For the best solutions, come to the best team

Customers in a variety of industries will come to the Instrumentation Division with a problem that has no apparent solution, or an application with a complication they don't quite know how to fix. The customer will give the highly experienced Instrumentation team a set of parameters to tackle.



“Knowing the right questions to ask is half the battle,” says Mazzie. He also notes that having skilled, experienced people on the Instrumentation team allows for tremendous creativity.

Steve Barton, Inside Sales, has a vast knowledge of all of The Macomb Group’s products, which is essential to the Instrumentation Division. Because The Macomb Group carries such a vast inventory of many different types of piping and pipe accessories from various manufacturers, it is common for the group to combine various piping, couplings, valves, and gauges to give the customer the most effective combination.

Jim Ballantyne, the most talented and skilled technician and mechanic in the business, brings his 25 years of expertise to every job. He assembles and calibrates everything The Macomb Group ships out of the department.

“We were lucky to get him,” says McGivern. “He’s such a great mechanic. He can figure anything out. Anything you throw at him, he’ll come up with a solution.”

The Instrumentation Division embodies The Macomb Group’s core strengths: ingenuity, innovation, creativity, knowledge, mechanical skill, and customer service. Each of these alone is a good quality for a business to have, but The Macomb Group, exceeds expectations because they bring all of these qualities to every customer, every job, and every order.

Let us take care of the details for your repair or installation. Visit our website (www.macombgroup.com) or contact the Instrumentation Division at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110.



Chuck's Quick Tip Get to Know Us Better

Chuck wants you to get to know us better!

Visit The Macomb Group's updated website, www.macombgroup.com, to explore our company story, products, capabilities, initiatives, and services.

Need to find a specific type of product? Our complete set of line cards can be found on our Product Literature Page (<http://www.macombgroup.com/product-literature>).

Looking for an equipment or service provider? We represent the best vendors in the business; you can find them on our Vendor Page (<http://www.macombgroup.com/vendors>). Keep in mind that we are always interested in creating new vendor relationships and giving customers exactly what they want, so if you have a special request, we'd love to hear about it.

Need to find a particular part or calculate the dimensions your project requires? We offer many useful tools including charts for determining pipe and flange dimensions, flange gasket size charts, steam saturation tables, and flange nuts and bolts set charts. Check out our Tools Page (<http://www.macombgroup.com/tools>).

You can also keep up on the latest news at The Macomb Group by visiting our blog (<http://www.macombgroup.com/blog>) and signing up for our newsletter (<http://www.macombgroup.com/newsletter-subscription-form>).



Visit our website (www.macombgroup.com/products) 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 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!***

