



The Macomb Pipeline

Volume 4, Issue 4

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.

Success Story

Why Last Impressions Count

We all know first impressions count, but the essence of a good customer experience also depends on how the transaction ends — and that’s in the hands of the delivery driver.

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Project Spotlight

With You Every Step of the Way

Complex, long-running jobs rely on timely delivery of supplies, comprehensive inventory, and a finely-tuned understanding and anticipation of your needs. You need a partner, not just a supplier!

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Solution Spotlight

Long-Term Value in a High-Wear Environment

Can you pump highly abrasive ores through a 90-degree elbow pipe without destructive consequences to the pipe walls? What if you could — and save downtime, maintenance, and replacement costs?

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Did You Know

Air or Dirt in Your Boiler or Chiller System? Spirotherm Can Help!

With limited resources and tight budgets it’s still possible to run efficient, clean heating and cooling systems that effectively take care of themselves.

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Chuck’s Quick Tip

Why Choose PP-R Piping Instead of Steel?

Learn about Aquatherm, an alternative piping that provides a chemically neutral, long-term, leak-free solution for multiple applications.

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www.macombgroup.com

Success Story

Why Last Impressions Count

When you're a busy contractor placing a materials order, who do you deal with at your supplier company? Maybe a few people, but who do you meet in person — face to face?

The salesperson, of course ... and the driver who delivers your materials.

Your main impression of that company happens at the beginning and end of the process. And the last impression is as important as the first. The company might do many things right in dealing with you, but if the delivery is poor, your project suffers.



On the other hand, if the last impression is as good as the first, you know you're working with a company that really cares about its customers at every stage of the transaction.

That's why The Macomb Group counts on its drivers to create a lasting last impression — and why one customer was so impressed with our delivery that he took the time to tell us and thank one particular driver, Ernie Tomar.

Lasting impression

Frank Favaro, Territory Manager at our Cleveland office, takes up the story:

"First off, we were under the gun to deliver some material for the customer, Morrone Mechanical. Time was tight but we were able to deliver it when no one else could. Everyone involved, including the fabrication shop, knew how critical it was.

"Ernie delivered that material and left a lasting impression. He went out of his way to be extremely polite — not only to the people he was delivering to but also the inside people in the office. He introduced himself so that he knew who everyone was. He went out of his way — not just to do his job, but to meet everyone and make sure they're all on a first name basis — and I think our customer really appreciated that."

Indeed, he did. The customer wrote to Frank thanking The Macomb Group for the speedy response, adding: "Your driver Ernie is an asset to your operations who probably is taken for granted by a lot of customers and should be given recognition. He is by far one of the most professional, polite, efficient drivers I've dealt with here — and I deal with quite a few."

Furthermore, this was the first time in a while The Macomb Group had worked with Morrone, and the outstanding start-to-finish service has strengthened relationships, ensuring The Macomb Group is now one of their go-to suppliers.

Part of the culture

This quality service is no accident. Our Cleveland office covers seven counties with five regular drivers making up to 20 deliveries a day — 100 a week! — to the same high standard.

It's part of the culture that permeates every part of The Macomb Group.

"It begins with hiring quality people who have a lot of personal pride in their work," Frank explains. "You have to find the right people. Our drivers really treat their job almost as if it's their own business. They have that pride."

Applying that concept to delivery drivers is critical. As the last point of contact in a transaction, they can make or break relationships.

"A lot of times I think that the drivers don't feel as appreciated they should be," Frank adds. "It's time to give them some recognition. Ernie does a great job and there are a lot of other drivers out there at Macomb that do the exact same thing. It's right for them to get recognition because, at a critical point, they are the face of the business."

THANK YOU to all our amazing, committed, professional drivers!

When you need a supplier you can rely on at every stage of your project, contact the experts at The Macomb Group. You can reach us by email at info@macombgroup.com or by phone at 888-756-4110. For a complete list of Macomb Group locations and numbers, visit our website: www.macombgroup.com/locations

Product Spotlight With You Every Step of the Way

For many jobs, you can place a simple order for materials, take delivery, and get on with the job.

But when you have a BIG project — one that will keep you working nonstop for months — ordering and receiving materials can be both complex and challenging.

You need both a macro and micro perspective — an overview of the entire project, a finely tuned breakdown of requirements and materials, and precise delivery timing. So, you don't just need a supplier; you really need a partner that's in tune with you every step of the way — and even ahead of you, anticipating your needs.



That's exactly the relationship The Macomb Group has built with Ohio contractor Dunbar Mechanical, and it couldn't have happened without our Toledo Branch Manager Dale Coffield and his warehouse staff, as well as the Warehouse Manager Troy Yost. Our close attention to detail has proved critical for the smooth project management of a major new chemical plant in Bowling Green, Ohio.

After winning the contract from cleaning products group Betco, Dunbar turned to The Macomb Group for its supplies. This was to be a fast-track job and, because of an established relationship with The Macomb Group Toledo Sales Representative Gale Heller, Dunbar was confident we could deliver.

In fact, Dunbar has been one of Gale's customers for 40 years, 18 of them at The Macomb Group. Gale has served three generations of the contractor's family owners.

Expertise you can count on

Beyond the personal touch, Dunbar also knew they could count on The Macomb Group's breadth and depth of expertise in the PVF business. That knowledge, and our large local inventory, makes us their leading supplier.

That inventory is vital for a complete project supply program that includes 60,000 feet of CS, SS, and PVP pipe and fittings, 700 pneumatic actuated valves, 1,000 manual valves, plus mountains of other specialty products such as expansion joints and hoses.

Keeping track of inventory and timing requirements, The Macomb Group has been delivering to the site twice a day and booking orders up to six or seven times daily.

"Our biggest challenge has been keeping up with non-stock orders to make sure we stay ahead of their schedule," says Gale. "We're pre-buying using Dunbar's CAD take-offs and have been doing a solid job keeping pace with their needs."

Staying on track with the multifaceted requirements of an order of this scale demands minute attention to

detail.

The Macomb Group's culture of forming solid relationships allows our customers to have confidence in our capabilities for even the biggest and most complex work.

Are you facing a big, complex project? Let's get it taken care of. Contact the experts at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110. For a complete list of Macomb Group locations and numbers, visit our website: www.macombgroup.com/locations

Solution Spotlight

Long-Term Value in a High-Wear Environment

When your company processes involve abrasive materials, dealing with equipment wear and replacement is part of the job. It's costly and disruptive, but it's a reality in many environments.

With the right materials in your piping system, you might be able to reduce the time, money, and effort you spend on maintaining and replacing parts. That's been the experience of Phoenix Services, a slag processing company for whom abrasive wear and tear seemed like a necessary evil, until they sought a solution from The Macomb Group.

Phoenix has worked with The Macomb Group for two years, relying on us to supply all their PVF needs.

But they have a nagging problem. The slurry system that transports the slag moves the highly abrasive mineral ore through a piping system.

The real headache was a 90-degree elbow joint, which was taking such a hit from the slurry it had to be replaced twice a year, involving considerable cost and downtime. Phoenix asked The Macomb Group for help with reducing the wear and tear.

Less wear and tear

Selena Carli, General Manager of The Macomb Group's Carrollton Division, explains, "The Plant Manager, Shane Babbitt, came to me asking if we could provide an abrasive-resistant, lined, 90-degree, long-radius elbow to put in one of their slurry lines because the elbow constantly wore out, requiring continual maintenance and replacement."

Selena quickly hit on the solution: Belzona (<https://goo.gl/obXVX3>), a two-part, epoxy-based composite coating that had already produced impressive results elsewhere.

The product, which incorporates abrasive-resistant ceramic aggregates, can be custom developed to meet specific needs and conditions. It creates a smooth lining that allows particles to bounce off the surface instead of creating wear.

"There are many applications," Selena adds. "But as long as we know upfront all of the wear elements — media, temperature, pressure, size, and application — we can determine what type of product should be used to increase the wear of the pipe, valve, and so on."

In this case, there was an additional challenge — a really short lead time to fit into the limited timeframe of the plant's scheduled maintenance shutdown.

48-hour challenge



“They needed this elbow in 24-48 hours,” says Selena. “I started making calls to find out who could line a 6-inch, 90-degree elbow with an abrasive resistance coating. Other competitors of Belzona products were giving months of lead time, but when I talked to Jim Rumford, with Rumford Industrial Group out of Dayton, Ohio, he said, ‘Get me the elbow and we will do it!’

“We had the 90-degree elbow transferred to his facility the next day,” Selena says. “His group was able to coat the inside wear area with ceramic tile and he drove it down here himself the very next day.”

Meeting that deadline was just the start of a great success story. Phoenix couldn’t be happier with the outcome.

“The plant manager wasn’t sure what the ceramic tile would do for the life of this elbow. He was extremely surprised and very happy that after a year and a half, it looks like it has never been used!” Selena says.

That’s the difference between being a supplier and a partner. A true partner doesn’t just replace parts over and over, but will dig deeper to find an effective solution to the problems you face.

Looking for options that will reduce your maintenance costs? We can help you find solutions that bring long-term value. Contact the experts at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110. For a complete list of Macomb Group locations and numbers, visit our website: www.macombgroup.com/locations

Did You Know?

Air or Dirt in Your Boiler or Chiller System? Spirotherm Can Help!

Clearing air or dirt from boiler and chiller lines can be time consuming, a major hassle, and an expensive part of regular maintenance.

Dirt and air in circulation lines create noisy and inefficient systems. User comfort goes down; costs of running those systems (and complaints) go up.

Looking for effective solutions that can quickly ease the pain? Look to Spirotherm (<http://www.spirotherm.com/>), makers of industry-leading air elimination products and dirt separators.



Over several decades, Spirotherm has developed a real-world approach to solving the pressures that facilities managers face of doing more with less — covering more square feet with no more staff and often a smaller budget, that is.

According to Spirotherm, “Whether safety, custodial, buildings and grounds, or comfort systems, the needs increase and the means to fill them are increasingly hard-pressed.”

Complaints

It pays to address the flow of customer complaints about poor heating and cooling. Time spent responding to these needs with venting, bleeding, and dirt cleaning often could be used more effectively elsewhere.

The solutions — Spirovent Air and Dirt Eliminators — have been installed in thousands of educational and other buildings, silently doing their job and saving that precious maintenance time.

From standalone boiler or chiller systems to custom-designed units for central plants, Spirovent provides two full-flow functions, removing air and dirt with a single engineered product.

Separate air and dirt elimination products are also available for each function in either brass or steel.

Installing Spirovent devices can sometimes help to eliminate dirt and air problems you might have been living with for years, and prevent foiling to improve unit operation. That way, you won't just remove dirt and air — you'll also eliminate those complaints!

Regardless of your challenge or application, The Macomb Group has a solution. Visit our website to see our products: www.macombgroup.com/products/steam. Place your order and consider it done! Still have questions? Contact us by email at info@macombgroup.com or by phone at 888-756-4110. Find a complete list of Macomb Group Locations and Numbers at www.macombgroup.com/locations.

Chuck's Quick Tip

Why Choose PP-R Piping Instead of Steel?

The Macomb Group understands the importance of choosing the right piping material for every application. That's why we're excited to bring you Aquatherm, an alternative to steel piping that offers versatile service in a multitude of environments.

Why use Aquatherm polypropylene (PP-R) piping in place of steel?

- No leaks because joints are heat-fusion welded
- Less friction loss; PP-R plastic doesn't corrode and collect debris, so your pumping costs are lower.
- Lighter weight
- Faster installation
- Twice the wear life of steel
- Protected by a 10-year warranty and multi-million dollar insurance policy



View Online: <http://goo.gl/VGFI10>

If you're looking for an alternative material that will reduce maintenance and still be reliable year after year, check out Aquatherm!

Watch this video: <http://goo.gl/VGFI10> to learn more about the history of Aquatherm and how it supports a more sustainable piping environment.

Visit our website to see our products: www.macombgroup.com/products/steam. Place your order and consider it done! Contact the experts at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110. Find a complete list of Macomb Group Locations and Numbers here: www.macombgroup.com/locations

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!***

